

## 6003-A DEFINITIONS

REVISION DATE: 4/29/2020, 2/5/2020, 3/2/2015

EFFECTIVE DATE: July 31, 1993

- A. Action - A written decision made by the Division not agreed upon by the member/responsible person, when Arizona Long Term Care System (ALTCS) actions include:
- Service denial or a limited authorization (an authorization in an amount, duration or scope less than what is ordered or requested) of a requested service, including the type or level of service, is granted.
  - A previously authorized service is reduced, suspended, or terminated.
  - Payment for a service, in whole or in part, is denied in accordance with the Arizona Administrative Codes.
  - Authorization of services not initiated in a timely manner.
  - A request by a member, who resides in a rural area with only one health plan, is denied the right to obtain services outside the network.
- B. ALTCS Notice of Adverse Benefit Determination (NOA) - The written notice sent to the affected member regarding an action by the Division.
- C. Appeal - Formal process under ALTCS to request a review of an action taken by the Division.
- D. Administrative Decision - The formal decision made by the Office of Administrative Review (OAR) related to a state funded service, including eligibility.
- E. Administrative Review - Formal review and investigation of the stated issues conducted by the Office of Administrative Review (OAR) or assigned designee.
- F. Member Grievance - An expression of dissatisfaction from a member, responsible party, advocate, etc., with any aspect of a member's care other than an Adverse Benefit Determination (NOA).
- G. Provider Grievance - A provider's expression of dissatisfaction with unresolved issues.
- H. Notice of Intended Action - A letter from the Division related to a state funded service informing the member/responsible person of the decision and the member/responsible person's due process rights.
- I. Notice of Appeal Resolution - The formal written decision made by the Office of Administrative Review (OAR) regarding an ALTCS covered service.