



11720 Borman Drive
Saint Louis, MO 63146

Show Me Healthy Kids

MANAGED BY HOME STATE HEALTH

Appeal Form

If you wish to file an appeal, you may either file the appeal orally or in writing. If you chose to file orally you may call the phone number listed below to file your appeal. If you choose to file your appeal in writing you may complete this form or you may write a letter that includes the information requested below. The completed form or your letter should be mailed to:

Home State Health
11720 Borman Drive
St. Louis, MO 63146
Phone Home State Health: 1-855-694-4663
Phone Show Me Healthy Kids: 1-877-236-1020
TDD/TTY 711
Fax 1-877-309-6762

Member's Name: _____

MO HealthNet #: _____

Street Address: _____

City _____ State _____ Zip _____

Member Phone Number: _____

Tracking Number (if applicable, found in upper left-hand corner of Adverse Benefit Determination letter):

Additional information to support the appeal, (or attach):

Signature of Member or Representative*: _____

Daytime Phone #: _____ **Date:** _____

***Relationship to Member:** ☐ Self ☐ Parent ☐ Guardian ☐ Other

If “other” explain_____

English:

If you, or someone you're helping, has questions about Home State Health, you have the right to get help and information in your language at no cost. American Sign Language interpreter services are available as well. To talk to an interpreter, call 1-855-694-4663 (TTY/TDD 711).

Español (Spanish):

Si usted, o alguien a quien está ayudando, tiene preguntas sobre Home State Health, usted tiene derecho a obtener ayuda e información en su idioma sin costo. También se encuentran disponibles servicios de intérprete de lenguaje americano de señas. Para hablar con un intérprete, llame al 1-855-694-4663 (TTY/TDD 711).

中文 (Chinese):

如果您，或是您正在協助的對象，有關於 Home State Health 方面的問題，您有權利免費以您的母語得到幫助和訊息。還提供美國手語口譯服務。如果要與一位翻譯員講話，請撥電話 1-855-694-4663 (TTY/TDD 711)。

Tiếng Việt (Vietnamese):

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Home State Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Cũng có dịch vụ thông dịch bằng Ngôn Ngữ Ra Dấu Hoa Kỳ. Để nói chuyện với một thông dịch viên, xin gọi 1-855-694-4663 (TTY/TDD 711).

Српски (Serbo-Croatian):

Ako Vi, ili neko kome pomažete, imate pitanja u vezi Home State Health, imate pravo na besplatnu pomoć i informaciju na sopstvenom jeziku. Usluge prevodioca za američki znakovni jezik takođe su dostupne. Ukoliko želite da pričate sa prevodiocem, pozovite broj 1-855-694-4663 (TTY/TDD 711).

Deutsch (German):

Falls Sie oder jemand, dem Sie helfen, Fragen zu Home State Health hat, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Außerdem wird ein Dolmetscher-Service für Zeichensprache (US-Englisch) angeboten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-855-694-4663 (TTY/TDD 711) an.

العربية (Arabic):

لديك ، Home State Health إذا كان لديك أو لدى شخص تساعدك أسئلة حول الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. (117 TTY/TDD) للتحدث مع مترجم اتصل بـ 1-855-694-4663.

한국어 (Korean):

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Home State Health에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 수화 통역 서비스도 제공됩니다. 그렇게 통역사와

얘기하기 위해서는 1-855-694-4663 (TTY/TDD 711)로
전화하십시오.

Русский язык (Russian):

В случае возникновения у вас или у лица, которому вы помогаете, каких-либо вопросов о программе страхования Home State Health вы имеете право получить бесплатную помощь и информацию на своем родном языке.

Предоставляются также услуги переводчиков американского языка жестов. Чтобы поговорить с переводчиком, позвоните по телефону 1-855-694-4663 (TTY/TDD 711).

Français (French):

Si vous-même ou une personne que vous aidez avez des questions à propos d'Home State Health, vous avez le droit de bénéficier gratuitement d'aide et d'informations dans votre langue. Des services d'interprètes en langue des signes américaine sont également à votre disposition. Pour parler à un interprète, appelez le 1-855-694-4663 (TTY/TDD 711).

Tagalog:

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Home State Health, may karapatan ka na makakuha nang tulong at impormasyon sa iyong wika nang walang gastos. Mayroon ding serbisyo ng isang American Sign Language interpreter. Upang makausap ang isang interpreter, tumawag sa 1-855-694-4663 (TTY/TDD 711).

Pennsilfaanisch Deitsch (Pennsylvania Dutch):

Vann du, adda ebbah's du am helfa bisht, ennichi questions hott veyyich Home State Health, dann hosht du's recht fa hilf greeya adda may aus finna diveyya in dei shprohch un's kosht nix. American Sign Language Iwwersetzer sin aa meeglich. Fa shvetza mitt ebbah diveyya, kaw! 1-855-694-4663 (TTY/TDD 711).

فارسی (Persian):

Home State اگر شما، یا کسی که به او کمک می کنید سوالی در مورد دارید، از این حق برخوردارید که کمک و اطلاعات را بصورت رایگان Health به زبان خود دریافت برای صحبت کنید. خدمات ترجمه زبان اشاره آمریکایی نیز در دسترس هستند. تماس (TTY/TDD 711) - 694-4663-8551 کردن با مترجم با شماره بگیرید.

Afaan Oromoo (Cushite):

Yoo sii ykn namaa gargaaraa jirtuu wa'ee Home State Health irra gaaffi qabaatan ta'ee gargaarsaa fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Akkasumas tajaajilli hiikaa afaan mallattoo qaamaa Ameerikaa dhiyaateera. Turjumaana wajiin dubadhuu, 1-855-694-4663 irra bilbilli (TTY/TDD 711).

Português (Portuguese):

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Home State Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Serviços de linguagem

gestual americana também estão disponíveis. Para falar com um intérprete, ligue para 1-855-694-4663 (TTY/TDD 711).

አማርኛ (Amharic):

እርስዎ ወይም እርስዎ የሚረዱት ሰው ስለ Home State Health የጤና መርሃ ግብር ጥያቄ ካለዎት ያለምንም ወጪ በቋንቋዎ ድጋፍ እንዲሁም መረጃ የማግኘት መብት አለዎት፤ የአሜሪካ የምልክት ቋንቋ ትርጉም አገልግሎቶች እዚህም ይገኛሉ። አስተርጓሚ ለማነጋገር በ 1-855-694-4663 (TTY/TDD 711) ይደውሉ፤

Non-Discrimination Notice, Long Version:

Home State Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Home State Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Home State Health:

Provides aids and services to people with disabilities to communicate effectively with us at, no cost. Such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)



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Saint Louis, MO 63146

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Provides language services to people whose primary language is not English, at no cost. Such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Home State Health at 1-855-694-4663 (TDD/TTY 711).

If you believe that Home State Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with:

Home State Health
11720 Borman Drive
Maryland Heights, MO 63146,
Call 1-855-694-HOME (4663), (TDD/TTY 711)
Fax 1-866-390-3581

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Home State Health is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).



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Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.