

Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



Appeal Decision:	Dismissed	Appeal Number:	2304098
Decision Date:	7/17/2023	Hearing Date:	06/26/2023
Hearing Officer:	David Jacobs	Record Open to:	07/03/2023

Appearance for Appellant:



Appearance for United Healthcare:

Dr. Susan McAllister



*The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
Board of Hearings
100 Hancock Street, Quincy, Massachusetts 02171*

APPEAL DECISION

Appeal Decision:	Dismissed	Issue:	Prior Authorization-PCA
Decision Date:	7/17/2023	Hearing Date:	06/26/2023
United Healthcare's Rep.:	Dr. McAllister	Appellant's Rep.:	Pro se
Hearing Location:	Remote	Aid Pending:	No

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder. The issue on appeal involved a denial of the appellant's prior authorization for PCA services. United Healthcare (UHC) was the provider of services and represented by Mr. Susan McAllister at the hearing telephonically. The appellant appeared telephonically and represented herself.

The subject of the appeal was denial of the appellant's PCA services due to her not having at least two activities of daily living in which she required assistance (Exhibit 1). During the hearing the appellant testified that not only did she disagree with the denial but found the evaluation that UHC based the denial on (Exhibit 4, pgs. 307-322) to be an inaccurate summary of her health and PCA service needs. The appellant testified that the evaluating nurse recorded several instances of what her abilities were around the home without actually having the appellant perform the described actions. The appellant's testimony of inaccuracies continued until they were to a level that Dr. McAllister was unable to ask relevant questions based on the evaluation as it differed so greatly from the appellant's actual physical health and ability.

The hearing office suggested, and both parties agreed, for a new evaluation to be performed. The record was left open until July 3, 2023, for UHC to schedule the evaluation (Exhibit 5). On June 27, 2023, UHC informed the hearing officer that the new evaluation was scheduled for July 3, 2023 (Exhibit 7). On July 10, 2023, UHC informed the hearing officer that the evaluation was performed as scheduled on July 3, 2023 (Exhibit 6), and although the appellant was not fully satisfied with the results, she decided she no longer wanted to pursue this appeal (Exhibit 7).

As the appellant has received a more accurate evaluation and no longer wants to pursue this appeal, the appeal is dismissed.

The appellant will have new appeal rights attached to the July 3, 2023 evaluation if she wishes to pursue them.

David Jacobs
Hearing Officer
Board of Hearings

cc:
United Healthcare