

Office of Medicaid BOARD OF HEARINGS

Appellant Name and Address:



Appeal Decision:	Dismissed	Appeal Number:	2304751
Decision Date:	07/25/2023	Hearing Date:	07/24/2023
Hearing Officer:	Thomas Doyle	Record Open to:	

Appearance for Appellant:



Appearance for MassHealth:

Dr. Susan McAllister, M.D.

Interpreter:

Roosevelt Jean-Frances



*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
Decision Date:	07/25/2023	Hearing Date:	07/24/2023
UnitedHealth Care Rep.:	Dr. Susan McAllister M.D.	Appellant's Rep.:	
Hearing Location:	Remote (phone)	Aid Pending:	No

Procedural Background

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder. Appellant appealed the reduction of Personal Care hours. All parties and the interpreter were contacted via telephone. The hearing convened, recording began, all parties and the interpreter were sworn and appellant's identity was authenticated by having the appeal representative, appellant's daughter, state appellant's date of birth. Documents 1 through 9 were marked as evidence.

The UnitedHealth Care (UHC) representative testified that appellant appealed the reduction in hours for her Personal Care Services. The appeal representative testified. She then called her mother, the appellant, to testify. At the conclusion of their testimony, the UHC representative offered to conduct a new assessment of appellant. She testified that while the new assessment was pending, appellant's present hours would remain in place. The appeal representative was told if she disagreed with the results of the new assessment, she would have appeal rights within UHC and then, if needed, with the Board of Hearings. The appeal representative stated she understood and agreed to withdraw this appeal for a new assessment.

As the appeal has been withdrawn, it is hereby dismissed. 130 CMR 610.035 (A)(2).

Thomas Doyle
Hearing Officer
Board of Hearings

cc:

MassHealth Representative: United Healthcare SCO, Attn: Susan Coutinho McAllister, MD, LTC
Medical Director, 950 Winter St., Ste. 3800, Waltham, MA 02451, 856-287-2743

