

SAMPLE NOTICE OF ACO/RBPO APPEALS PROCESS

[Name and address/Letterhead of Provider/Practice and/or ACO/RBPO]

[Date]

A Notice to Our Patients

[Name of Provider/Practice] is a [member of/participant in/part of] a provider organization that is certified as an “accountable care organization” (ACO) by the Massachusetts Health Policy Commission or a “risk-bearing provider organization” (RBPO) by the Massachusetts Division of Insurance. An ACO/RBPO is a group of health care providers that works together to coordinate your health care and enters into financial agreements with health insurance companies to do so. [Name of Provider/Practice] is participating in an ACO/RBPO that is called [Name(s) of ACO/RBPO].

Under Massachusetts law, as a patient of an ACO/RBPO, you have the right to appeal a decision by your health care provider. [Name of ACO/RBPO] will consider patient appeals about issues like referrals, timely access care, limitations on the type or intensity of care, and other concerns, unless your concern should be directed to your health insurance company instead.

You can contact our [Designated Contact] to ask about this process or to file an appeal. You can choose a person (such as a spouse, family member, friend, attorney or legal guardian) to act as your representative to help you with your appeal.

You may file an appeal by contacting our [Designated Contact] in the following ways:

To file an appeal by phone – [phone number]

**To file an appeal in writing – [Address]
[Fax number, if any]**

We will give you a written answer to your appeal in fourteen (14) calendar days. If your appeal involves an urgent medical need, we will give you a written answer in three (3) business days.

For more information or questions, call [same Designated Contact phone number]. For more information on your right to file an appeal, contact the Massachusetts Office of Patient Protection via telephone at 800-436-7757, via email at hpc-opp@mass.gov, or visit the Office of Patient Protection’s website at www.mass.gov/hpc/opp.