

<https://www.aetnabetterhealth.com/texas/medicaid-complaint-appeal.html>

Next steps after filing a complaint or appeal

Expedited appeals

State fair hearings and external medical reviews (EMRs)

Do you disagree with our decision? You have the right to ask for an external medical review (EMR) before you ask for a state fair hearing. You don't have to ask for an EMR. You can ask for a state fair hearing only.

Choosing someone to act for you

You may name someone to act for you by writing us a letter. Tell us the name of the person you want to act for you. It can be a doctor or other medical provider. The person you choose is your representative.

Check your timelines

You or your representative must ask for a state fair hearing with or without an EMR within **150 days** (ending on May 11, 2023) of the date on the health plan's letter with the appeal decision. Effective May 12, 2023, you or your representative must ask for a state fair hearing with or without an EMR within 120 days of the date on the health plan's letter with the appeal decision. What happens if you don't ask for a state fair hearing in this time frame? You may lose your right to a state fair hearing.

You have the right to keep getting any service that we denied or reduced, at least until the decision is made on your state fair hearing. This will happen by whichever of these dates is the latest:

- 10 calendar days after our mailing of the appeal decision letter
- The day our letter says we'll reduce or end your service

If you don't ask for a state fair hearing by this date, the service we denied will stop.

The EMR process

Texas Health and Human Services Commission (HHSC) will give your case to independent health care experts for review. They only use the info from your health plan appeal. So, you won't be able to give new info for the review.

These experts can agree with or change our decision. They'll mail the EMR decision to you in 10 calendar days or less. After you get your EMR decision, you can choose if you also want to have the state fair hearing you asked for.

If the EMR agrees with your request

We'll approve the services within 72 hours of receiving the EMR response.

If the EMR doesn't agree with your request

HHSC will continue with the state fair hearing review. If you don't want to continue with a state fair hearing, you have the right to withdraw your request.

You or your representative can ask for a state fair hearing or EMR:

By mail

Fill out the form that came with resolution of your appeal notice. Or download the state fair hearing/EMR form ([English PDF](#)/[Spanish PDF](#)) and send it to:

Aetna Better Health of Texas
Attention: Complaints and Appeals
P.O. Box 81139
5801 Postal Road
Cleveland, OH 44181

By phone

Call us:

- STAR: [1-800-248-7767](tel:1-800-248-7767) (TTY: 711) (Bexar area)
- STAR [1-800-306-8612](tel:1-800-306-8612) (TTY: 711) (Tarrant area)
- STAR Kids: [1-844-787-5437](tel:1-844-787-5437) (TTY: 711)

Check your status

If we deny services, you and your doctor will get a letter that tells you the reason for denial. The letter will also tell you about your options and next steps.

At any time, you can ask questions or check the status of your:

- Complaint
- Appeal
- External medical review (EMR)
- State fair hearing

Just [contact us](#).