

To file an appeal:

Call Healthy Blue at **833-388-1407** and tell them you want to file an appeal. TDD users, call 711. If you speak another language or need American Sign Language, you can ask for an interpreter at no cost to you.

Or you can write:

Grievance and Appeals Representative

Healthy Blue

P.O. Box 62429

Virginia Beach, VA 23466

Healthy Blue must make a decision on your appeal within thirty (30) calendar days of receiving it.

If you have any additional information you wish to provide that was not included in your original request for an appeal, you may forward it to: Healthy Blue.

Could your health suffer if you wait for our decision? If so, ask for an expedited review. Call the [Grievance and Appeals Representative], Healthy Blue, at 833-388-1407 and tell what might happen if you don't get a quick decision. The expedited review must be completed within seventy-two (72) hours.