

To file an appeal:

Call UnitedHealthcare Community Plan of Missouri at **1-866-292-0359** and tell them you want to file an appeal. TTY 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:

UnitedHealthcare Community Plan of Missouri

Attention: Appeals and Grievance

P.O. Box 31364

Salt Lake City, UT 84131-0364

UnitedHealthcare Community Plan of Missouri must make a decision on your appeal within 45 days of receiving it.

You and the person you choose to appeal for you also have the right to give us information about your appeal in person and in writing. You can see your case file both before and during the appeal.

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 the above address.

Could your health suffer if you wait for our decision? If so, ask for an expedited review. Call UnitedHealthcare Community Plan of Missouri Member Services at **1-866-292-0359** and tell us what might happen if you don't get a quick decision. The expedited review must be completed within 3 working days.