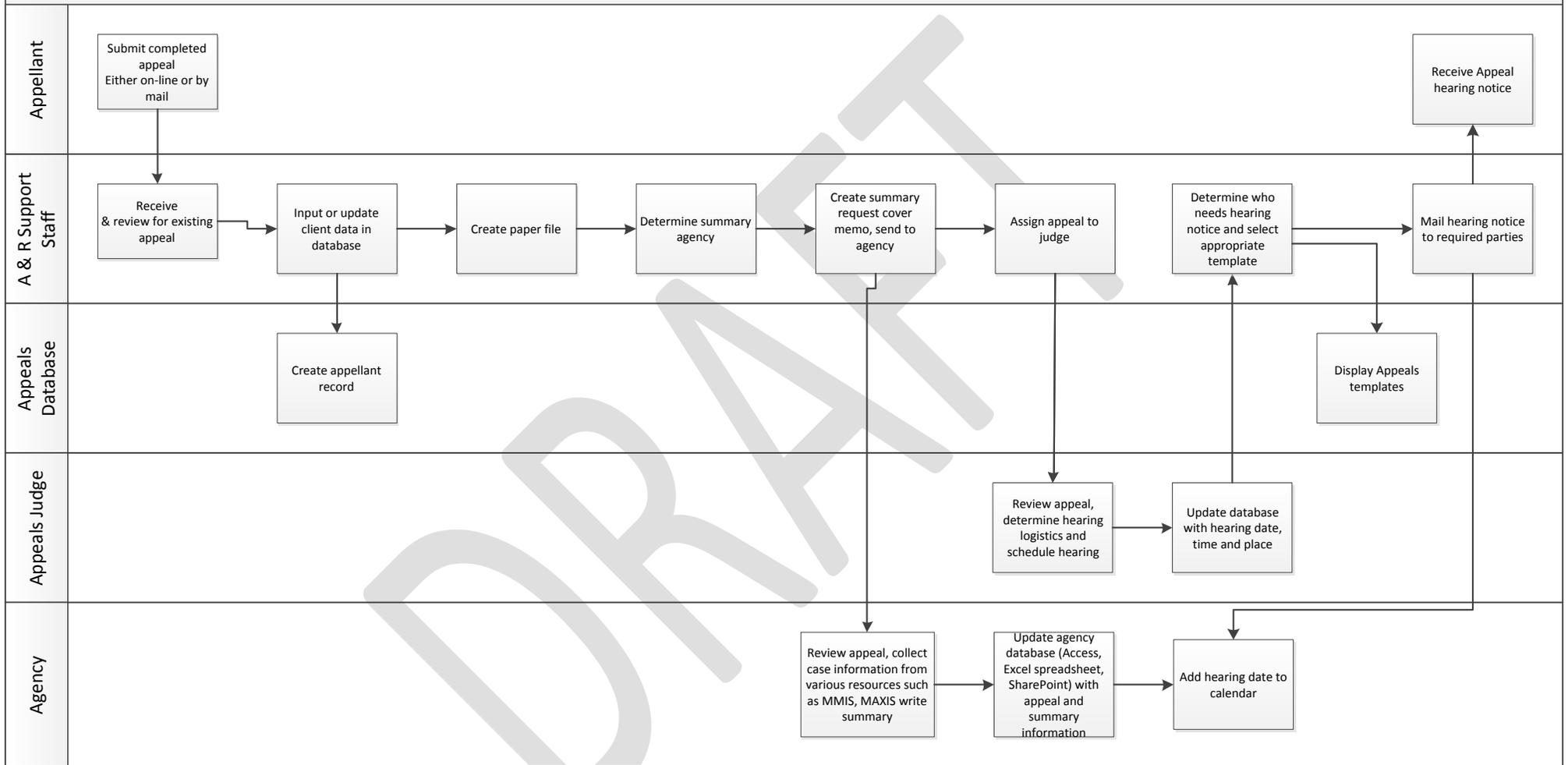
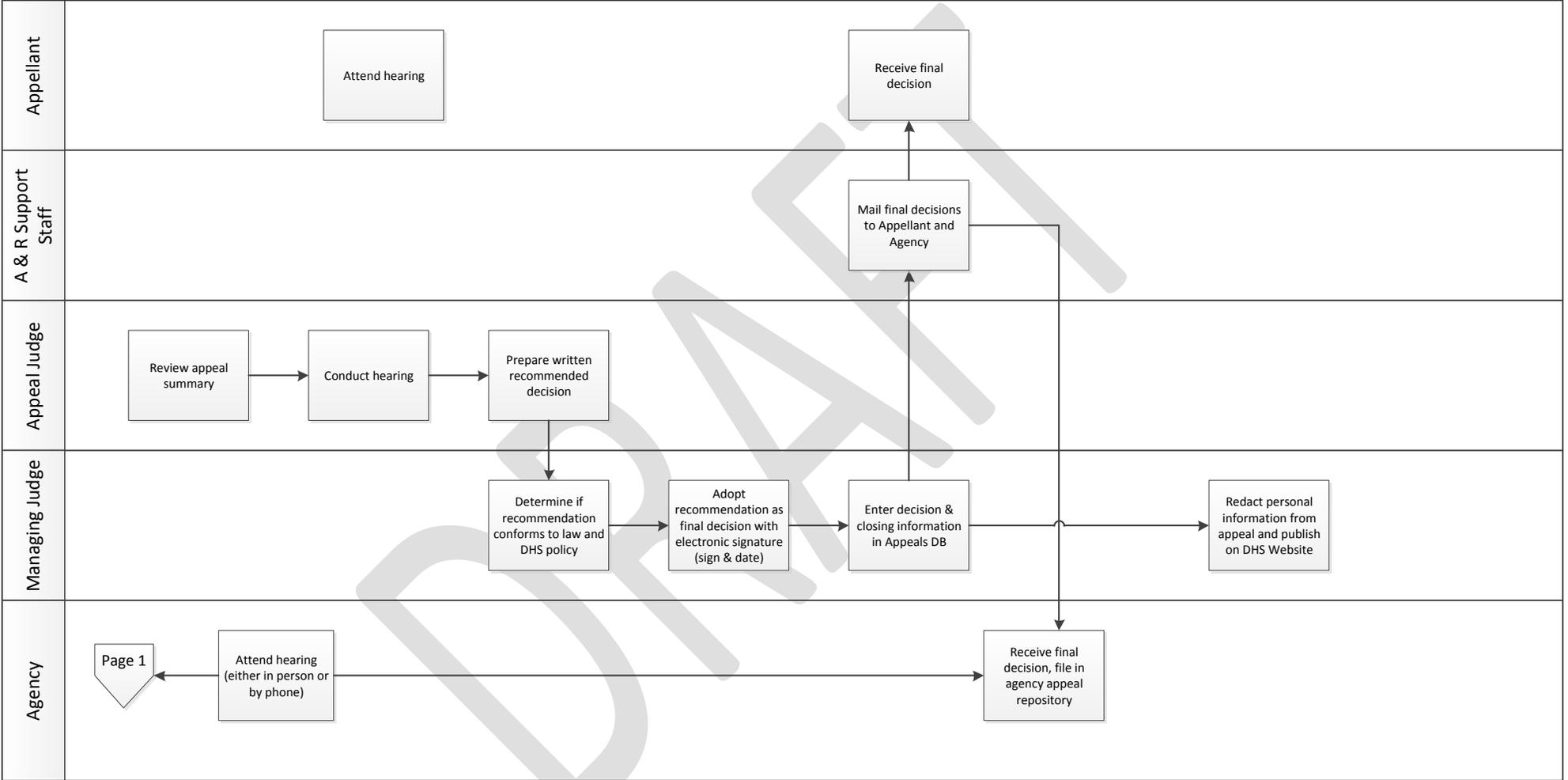


Client Appeal Process



Client Appeal Process



**Pre Appeals Process**  
10/25/2012

- Four Appeal Decisions:**  
 1) Eligibility  
 2) Coverage  
 3) Payment  
 4) Exempt from insurance Mandate

