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| Notice of Extension of Timeframe to Make a Service Authorization Decision  Insert MCO logo |

Date mailed

Member's Name

Member/Representative's Street Address

City, State Zip Code

Poštovani/a Member's Name,

Ovim pismom vas obavještavamo da smo povećali broj dana za donošenje odluke o vašem zahtjevu za <<insert requested service or item>> na <<insert number of days; for Family Care or Partnership, insert "14 calendar days"; for PACE, insert "5 calendar days">>. Originalno ste podnijeli zahtjev <<date of request>> za <<insert requested service or item>>.

Završićemo postupak i donijeti odluku najkasnije do <<insert date MCO will reach a decision; see instructions below>>.

[**Directions to MCO: Insert the appropriate date above and then delete these directions.** For standard Family Care or Family Care Partnership request, insert 28th calendar day from date of request; OR for expedited Family Care or Family Care Partnership, insert the 17th calendar day from the date of request; OR for PACE standard, insert the 8th calendar day from the date of request.]

Povećali smo broj dana iz sljedećeg razloga: <<insert reason for the decision to extend the timeframe>>.

Ako se ne slažete sa našom odlukom u vezi povećanja broja dana imate pravo uložiti pritužbu, u kom slučaju produžetak roka će se smatrati kao odbijanje vašeg zahtjeva za uslugu ili stavku.

Možete uložiti pritužbu kod <<insert process and/or contact person for requesting a grievance>>.

Ako vam je potrebna pomoć, kontaktirajte stručnjaka za prava članova iz organizacije <<MCO name>> na <<insert Member Rights Specialist’s contact information>>.

Hvala vam na strpljenju. Ako imate pitanja ili nedoumica, slobodno nam se obratite.

S poštovanjem,

<<Care Manager's Name>>

<<Care Manager title>>

<<Telephone Number>>

<<RN Care Manager's Name>>

<<RN Care Manager title>>

<<Telephone Number>>