

### ***Reporting Problems to UPHP***

If you are not happy with UPHP or your health care, call UPHP Customer Service at 1-800-835-2556. The Customer Service staff will listen to you and try to answer your questions or solve your problem. You may also write a letter to Customer Service. If you want help to write a letter, call Customer Service.

If your problem is not fixed at the time you call or write, Customer Service will look into your concern and get back to you within 5 business days. A final decision will be made 15 business days after we get your call or letter. If you do not like the way we took care of your problem, you have 90 days to let us know. We will tell you in writing of your rights and the steps for appeal.

### ***Appealing Medical Decisions***

Approving care your doctor asks for is based on medical need. UPHP does not reward providers for denying care or underusing services.

If you are not happy with a medical decision by UPHP, you may ask for an appeal. You will learn in writing that UPHP has received your request within 5 business days. UPHP will review your appeal. You will have a final decision in writing within 30 days.

If a 30-day timeline would be a serious threat to your life or health, your primary care provider (PCP) or another provider must call UPHP Clinical Services at 1-800-835-2556 and ask for an expedited appeal. You will have an initial decision within 72 hours.

### ***Reporting Problems to the State***

*We encourage you to call UPHP first with your health care problems.* At any time, however, you have the right to ask for a fair hearing with the state. Call Michigan Enrolls at:

**1-888-367-6557**

Ask for a *Hearing Request* form. The state's Administrative Tribunal will provide you with a fair hearing at no cost to you. You may also get a Hearing Request form by calling or writing to:

**Administrative Tribunal  
Michigan Department of Community Health  
P.O. Box 30763  
Lansing, MI 48909  
1-877-833-0870**

If you want help to fill out the form, call UPHP Customer Service at 1-800-835-2556.

If you wish to appeal a decision about medical need, and you have completed the UPHP grievance and appeal process, you may also do so, within 60 days of the decision, by calling or writing to:

**Office of Financial and Insurance Services  
Appeals Section, Health Plans Division  
P.O. Box 30220  
Lansing, MI 48909-7720  
1-877-999-6442**

If you want help to write the letter, call UPHP Customer Service.