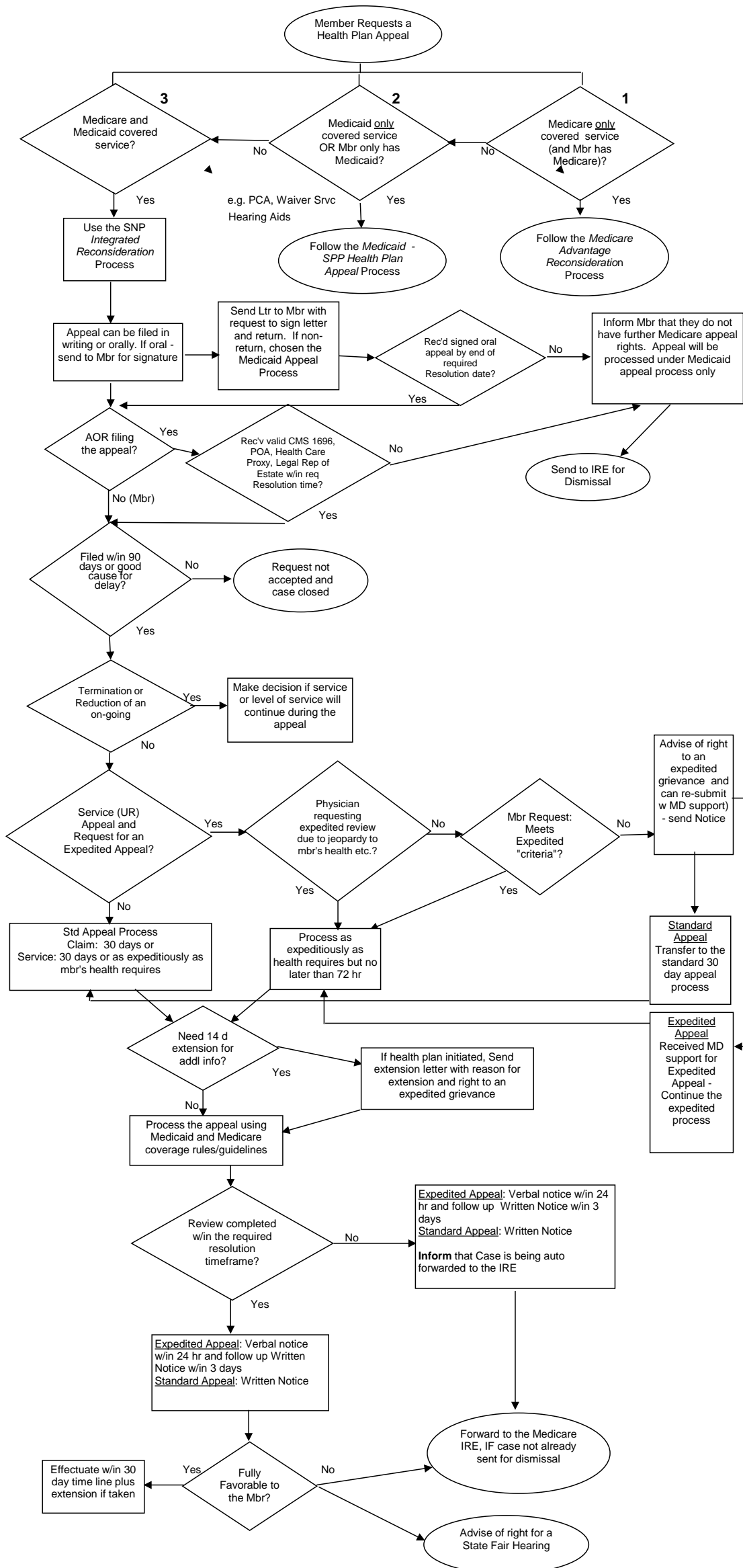


Appendix 2: Summary Integrated Appeals Protocol

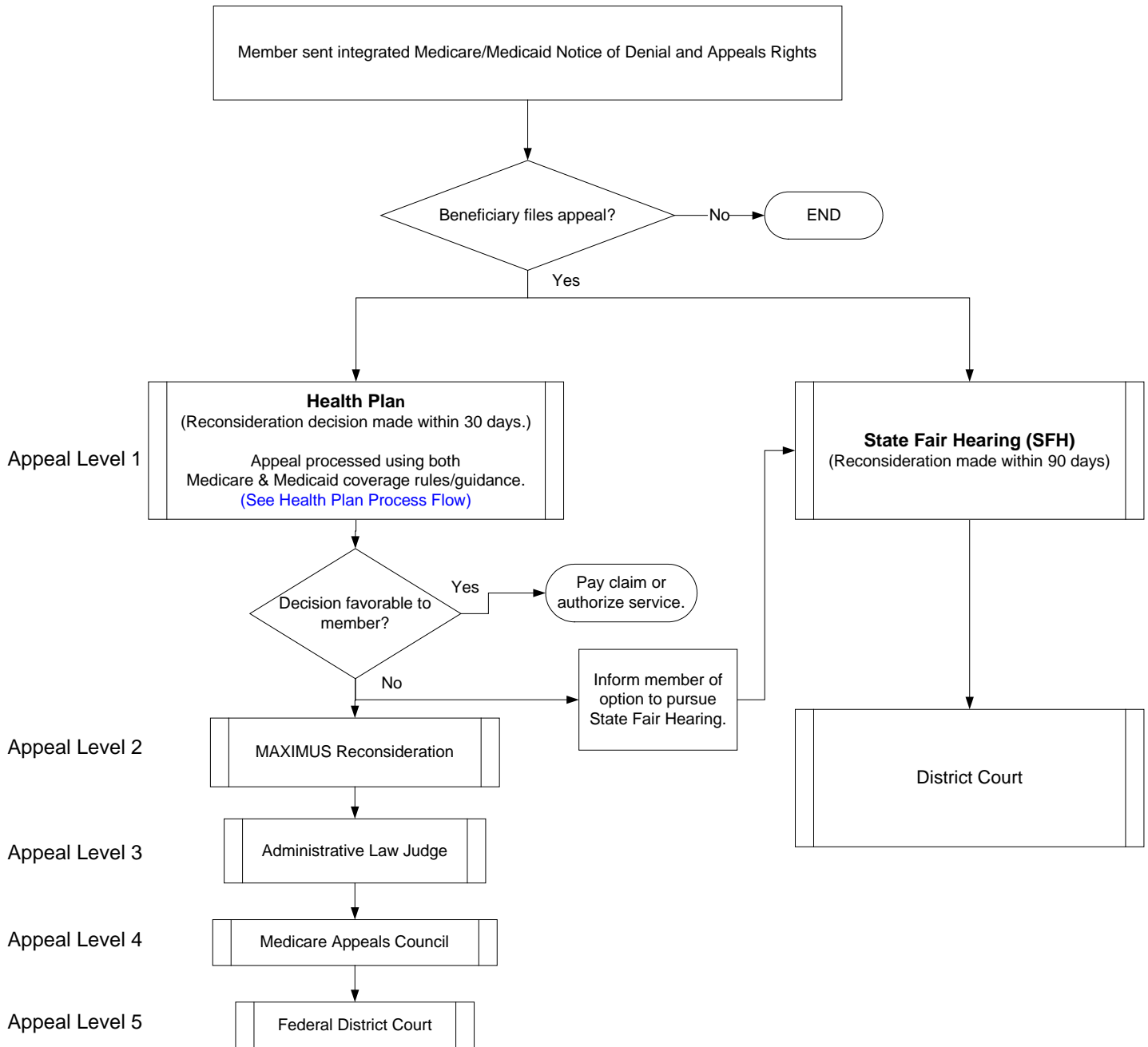
SNP Integrated Health Plan Appeals Process - 12/04/2007



Appendix 2: Integrated Appeals

SNP Integrated Appeal Process

This process is used for services that could be covered under Medicare and Medicaid coverage rules/guidance.



Note:

- * Medicare-only covered services follow the current Medicare Appeal Process.
- * Medicaid-only covered services follow the current Medicaid Appeal Process.