

Your rights during the Reconsideration process:

- You (or your representative) have the right to submit evidence or allegations of fact or law, in person or in writing.
- You (or your representative) have the right to review any information related to your grievance.
- You (or your representative) have the right to have a Gateway Health Medicare AssuredSM staff member help you through the Grievance process.

These Rights have been explained by:

Date:

Please review the information on this form to be sure that your Reconsideration is correct. You may make any corrections that you feel are needed. You may provide additional information for review.

Please sign this form and return it in the enclosed postage paid envelope.

Signature

Date

Printed Name

PLEASE NOTE: If anyone other than the member has completed and signed this form, and completed Appointment of Representation Form (AOR), or Equivalent Written Notice must be provided to Gateway before this Grievance may be investigated. You may obtain a copy of the AOR from our website (www.MedicareAssured.com) or by calling our Member Services Department. Gateway's Member Services Department hours of operation are:

- October 1 through February 14: 8 a.m. to 8 p.m., 7 days a week.
- February 15 through September 30: Monday through Friday 8 a.m. to 8 p.m.
- You may leave a voice mail message after-hours, Saturdays, Sundays and holidays.

For Pennsylvania Residents: call 1-800-685-5209
TTY users should call 711 (1-800-654-5984)

For Ohio Residents: call 1-888-447-4505
TTY users should call 711 (1-800-750-0750)

For Kentucky Residents: call 1-855-847-6380
TTY users should call 711 (1-800-648-6056)

For North Carolina Residents: call 1-855-847-6430
TTY users should call 711 (800-735-2962)

Internal Use Only

All Fields Complete

Spell Check

Submit Form

Gateway HealthSM offers HMO plans with a Medicare Contract. Some Gateway Health plans have a contract with Medicaid in the states where they are offered. Enrollment in these plans depends on contract renewal.
Y0097_228 Approved

