

NextLevelHealth Certificate of Coverage MLTSS





Introduction

This Certificate contains information that you need to know about your Individual coverage from NextLevel Health Partners (NextLevel Health). You are urged to read this Certificate of Coverage carefully.

The terms WE, US and OUR in this Contract refer to NextLevel Health. When we use the term YOU or YOUR, we are talking about the Subscriber and all Dependents whom we accept for coverage under this Contract.

This Certificate of Coverage explains how your NextLevel Health plan works. It explains the terms, Benefits, conditions, exclusions, and limitations of your coverage. It also includes information about eligibility requirements, enrollment for Benefits, claim procedures and termination provisions.

The Benefits described in this Certificate of Coverage are interpreted and administered according to the provisions and limitations herein. If there are coverage questions, NextLevel Health will base all decisions on the provisions in this Certificate of Coverage.

NextLevel Health reserves the right to modify the terms of the Contract consistent with state and federal laws. When this occurs, you will receive written notification from us, advising you of the changes and the effective date the change will occur

A handwritten signature in black ink, appearing to read 'Cheryl Whitaker', with a long horizontal flourish extending to the right.

Cheryl Whitaker, MD, MPH
Chief Executive Officer

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Claims Information

For questions about Covered Services or claims, please contact Member Services using the the number on your Member ID card 833-ASK-NLHP (833) 275-6547. Be sure to have your identification number ready when you call so we can answer your questions promptly.

Section One: Eligibility and Termination of Coverage

Beginning Coverage

Before your coverage begins you must be deemed eligible for Medicaid coverage by the State of Illinois (HealthChoice Illinois).

When choosing NextLevel Health, you will not be billed for services. Coverage begins when you receive confirmation of eligibility for Medicaid and you are enrolled in NextLevel Health.

Who is an Eligible Individual Member?

An eligible person who has enrolled in NextLevel Health pursuant to the contract and confirmed by the State of Illinois HealthChoice program. Medicaid is a jointly funded state and Federal government program that pays for medically necessary services.

Primary services funded through Medicaid are physician, hospital and long-term care. Additional coverage includes drugs, medical equipment and transportation, family planning, laboratory tests, x-rays and other medical services

General Medicaid Program Requirements

In order to qualify for this benefit program, you must:

1. Be a resident of the state of Illinois
2. Be a U.S. national, citizen, or a lawful permanent resident
3. Meet income requirements determined by the State of Illinois Medicaid program
4. Either pregnant, a parent or relative caretaker of a dependent child(ren) under age 19, blind, have a disability or a family member in your household with a disability, or be 65 years of age or older.

We will confirm with the state the effective date of coverage for the Subscriber and other eligible family members. If your coverage has changed or you are unsure of your effective date, please call us.

We reserve the right to verify continued eligibility for all Members.

Coverage

Membership Additions

If you wish to add eligible family members after we have accepted your application, he or she must apply for Medicaid and receive confirmation of enrollment.

Once that person has been approved for Medicaid or coverage she or he must choose to enroll in NextLevel Health by taking the steps below:

Requirements for enrolling in NextLevel Health:

- Live in our service area, within Cook County
- Call Client Enrollment Services to let them know that you want to choose NextLevel Health as your Medicaid health plan at 1-877-912-8880 Monday through Friday 8 a.m. to 6 p.m. Central Time. The call is free.
- If you are hearing impaired, you can call TTY 1-866-565-8576.
- **Online:** Visit enrollhfs.illinois.gov to sign up online. Choose a health plan, pick a Primary Care Provider (PCP) and review your information. You'll need your name, date of birth, Medicaid Recipient Identification Number (RIN) and the last 4 digits of your social security number.
- **Mail:** Fill out the enrollment form you received in the mail. Send it to Client Enrollment Services in the envelope provided. The address is below:

Illinois Client Enrollment Services
PO Box 1337
Chicago, IL 60690

In most cases, the effective date of coverage for added family members will not be the same as your effective date of coverage.

Termination of Coverage

The state determines if you are eligible for Medicaid based on a review of your needs and other factors.

Members' Rights and Responsibilities

You have the right to:

- Request in writing a copy of our clinical review criteria used in arriving at any denial or reduction of benefits;
- Appeal any adverse determinations based on medical necessity;
- Refuse treatment for any condition, illness, or disease without jeopardizing future treatment.

Section Two: Care Provided Outside of the Service Area

NextLevel Health will reimburse (per Medicaid rates) for out-of-area emergency services. When the Member is stabilized, NextLevel Health would transfer the Member to a contracted hospital facility in the greater Chicago area. If there are services that aren't available in our service area, the health plan would provide authorization at a negotiated case rate at the appropriately determined out of area facility.

Section Three: Specialty Care

If your Medicare PCP thinks you need a specialist, he or she will work with you to choose a Medicare specialist. Your Medicare PCP will arrange your specialty care.

Section Four: Member Services

NextLevel Health is here for you when you need us. Our Care Managers are available 24 hours a day, 7 days a week, 365 days a year. We also have a crisis line available to you. You can use this if you are experiencing a mental health crisis. Whatever your needs are, we want to assist in any way we can.

If you aren't sure if we can help, just ask us. We can help you find resources you need to get support. Your health isn't just about seeing your PCP. It's about making sure every part of your life from housing and finances to your family and personal goals, is in good health. This is all connected, and all impacts your health. NextLevel Health is here to support you as you take the steps to better health.

Section Five: Primary Care Provider (Medicare PCP)

Your Medicare primary care provider is your personal doctor who will give you most of your care. Your Medicare PCP does not need to be in the NextLevel Health provider network. You can continue using the Medicare PCP you saw before you joined NextLevel. Our care managers will reach out to your Medicare PCP, if necessary to coordinate your care when you receive case management services. Your Medicare PCP may refer you to other Medicare or Medicaid providers if you need special care.

Section Six: Covered Services

This section, along with the "Exclusions" section, explains health care services for which we will and will not provide benefits. Only medically necessary health care is covered.

NextLevel Health MLTSS Members receive Medicaid benefits in addition to their Medicare covered benefits. We recommend you review your Medicare coverage and benefits to understand your total coverage. Below is a list of the benefits you receive when you qualify for the service as a NextLevel Health Member in the MLTSS program. There may be benefit limitations or some services may require a prior authorization.

MLTSS Covered Services include:

- Mental health services like: Group and Individual Therapy, Counseling, Community Treatment, Medication Monitoring and more
- Alcohol and substance use services like: Group and Individual therapy, Counseling, Rehabilitation, Methadone services, Medication Monitoring and more
- Some transportation services to appointments
- Long Term Care services in skilled and intermediate facilities
- Home and Community Based Waiver Services like the ones listed above under Covered HCBS Services' if you qualify

Covered Services

Managed Long Term Support & Services (MLTSS)

NextLevel Health MLTSS Members receive Medicaid benefits in addition to their Medicare covered benefits. Below is a list of the benefits you may be eligible to receive when you qualify for the service as a NextLevel Health Member in the MLTSS program. There may be benefit limitations or some services may require a prior authorization.

Home and Community Based Services

If you are approved by the State of Illinois for one of the Waiver Service programs, you may be qualified to receive the following services, as part of your Individual Plan of Care. For more information about Home and Community Based Services and Waiver programs, please reach out to your NextLevel Health Care Coordinator.

Type of Care	Description	Benefit Limit
Adult Day Service (also called Adult Day Health)	A program that provides medical and rehabilitative services to adults in a group setting during the day	Cannot be duplicated by other MLTSS services You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify. Not for Members in a Supportive Living Facility
Adult Day Service Transportation	Transportation service to and from the Member's home to access Adult Day Services	Limited to trips to and from Adult Day Services; cannot exceed two (2) trips in a 24-hour period

Type of Care	Description	Benefit Limit
Environmental Modifications of the Home	Physical adaptations to the Member's residence necessary to ensure the health, welfare and safety of the Member, or to enable independent living	<p>Limited in scope to meet your medical needs</p> <p>Limited to Members in the Disabilities, HIV/AIDS, Brain Injury or Medically Fragile/Technology-Dependent waiver programs</p>
Vehicle Modifications	Physical adaptations to the Member's vehicle to enable independent living	<p>Limited in scope to meet your medical needs</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>
Home Health Aide	Certified Nursing Assistant hired who is supervised by a medical professional to assist with basic health services such as therapies, nursing care and medication assistance	<p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>
Nursing, Intermittent	Registered professional nurse or licensed practical nurse services for long-term needs	<p>Requires a prescription from a primary care provider</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>
Nursing, Skilled (Home Health)	Shift nursing services by a licensed registered nurse or licensed practical nurse for short-term acute healing needs to restore and maintain your health and function.	<p>Requires a prescription from a primary care provider</p> <p>Cannot be duplicated by other MLTSS services</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>
Occupational Therapy	Licensed occupational therapist services focused on long-term needs to help you perform daily activities and prevent loss of function	<p>Requires a prior authorization</p> <p>Duration and/or frequency depends on physician authorization</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>

Type of Care	Description	Benefit Limit
Physical Therapy	Physical therapist services focused on long-term needs to help you with movement and prevent loss of function	Requires a prior authorization Duration and/or frequency depends on physician authorization Limited to members in the Disabilities, HIV/AIDS or Brain Injury waiver programs
Speech Therapy	Speech therapist services focused on long-term needs to help you with speaking and language skills	Requires a prior authorization Duration and/or frequency depends on physician authorization Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs
Prevocational Services	Services to prepare for employment that are not job-task related if it is expected that you will get a job or join a transitional sheltered workshop within one (1) year	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify. Limited to Members in the Brain Injury waiver program
Habilitation Day Services	Services for Members with brain injury to acquire, retain or improve your self-help, socialization and adaptive skills; this service is provided outside of the home	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify. Service is furnished four (4) or more hours per day for one (1) or more days per week unless provided with another day activity under your service plan Limited to Members in the Brain Injury waiver program
Homemaker Services	General and non-medical support by trained homemakers to assist Members with activities of daily living such as laundry, shopping and cleaning	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify. Not for Members in a Supportive Living Facility or Medically Fragile/Technology-Dependent waiver program

Type of Care	Description	Benefit Limit
Home Delivered Meals	Prepared food brought to a Member's home for a Member who cannot prepare his/her own meals but is able to feed him/herself	<p>Cannot be duplicated by any other services</p> <p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>
Individual Provider	Assistance with eating, bathing, personal hygiene, and other activities of daily living, as well as housekeeping chores in the home and at work (if applicable) by an individual who meets State standards and is employed by the Member to provide these services	<p>Cannot be duplicated by any other services</p> <p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p> <p>Does not include the cost of meals</p> <p>Limited to Members in the Disabilities, HIV/AIDS or Brain Injury waiver programs</p>
Personal Emergency Response System (PERS)	An electronic system and device to call for help in an emergency	<p>Limited to Members who live alone, or who are alone for many hours of the day, who have no caregiver for extended periods of time, and require supervision</p> <p>Not for Members in a Supportive Living Facility or Medically Fragile/Technology Dependent waiver program</p>
Respite	Services that provide relief for unpaid family or other primary care givers who meet all the Member's supports with activities of daily living, when it is necessary for the caregiver to be absent	<p>Limited to an Individual Provider, homemaker, nurse, adult day care</p> <p>Limited to members in the Disabilities, HIV/AIDS, Brain Injury or Medically Fragile/Technology Dependent waiver programs</p>

Type of Care	Description	Benefit Limit
Nurse Training	Child focused training nurses by an approved nursing agency, in the use of new or unique prescribed equipment, or special needs of the child	Limited to no more than four (4) hours per nurse per waiver program year Limited to Members in the Medically Fragile/Technology Dependent waiver program
Family Training	Training for families of Members about treatment regimens and use of equipment; may include CPR training	Limited to families of Members in the Medically Fragile/Technology Dependent waiver program
Specialized Medical Equipment and Supplies	Devices, controls or appliances that enable you to perform activities of daily living, or to manage in your home; includes items needed for life support, ancillary supplies and equipment; durable medical equipment not available through the standard non-waiver Medicaid benefit	Requires a prescription from a primary care provider Excludes items which are not of direct medical or remedial benefit Limited to Members in the Disabilities, HIV/AIDS, Brain Injury or Medically Fragile/Technology Dependent waiver programs
Supported Employment	Supports to enable employment such as a vocational assessment, job development and placement, and work adjustment training	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify. Limited to Members in the Brain Injury waiver program
Behavioral Services	Remedial therapy by a Masters or PhD level speech therapist, social worker, psychologist or counselor to assist members manage behavior and cognitive functioning and to enhance ability for independent living Includes Mental Health Rehab Option Services, targeted case management, Licensed Clinical Professional Counselor or other behavioral health services	Requires a clinical recommendation You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify. Limited to Members in the Brain Injury waiver program

Type of Care	Description	Benefit Limit
Alcohol and Substance Abuse Rehabilitation Services	Treatment for a substance problem such as alcohol abuse or drug abuse. Services include, but are not limited to: Residential treatment, outpatient, inpatient, day treatment, detoxification, and psychiatric evaluation services.	
Assisted Living	Supportive Living Facility services in a private apartment setting that meet your daily living needs 24 hours a day. Some examples of services included are nursing services, personal care, medication assistance, laundry, social and recreational programs	Limited to Members aged 65+ and members with physical disabilities between 22-64 years of age who are covered under the Supportive Living Facility waiver program

Type of Care	Description	Benefit Limit	Copay
Waiver Services			
<p>Elderly Waiver also known as: Aging Waiver or Community Care Program</p>	<ul style="list-style-type: none"> • This waiver includes additional services you may qualify for to help you live in the community. This includes: • Adult Day Service • Adult Day Service Transportation • Homemaker Services • Personal Emergency Response System 	<p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p>	\$0
<p>Persons with Disabilities Waiver also known as: Physical Disabilities Waiver or Home Services Program (HSP)</p>	<ul style="list-style-type: none"> • This waiver includes additional services you may qualify for to help you live in the community. This includes: • Adult Day Service • Adult Day Service Transportation • Environmental Accessibility Adaptions for the Home • Home Delivered Meals • Home Health Aide • Homemaker Services • Nursing – skilled • Nursing – intermittent • Personal Assistant • Personal Emergency Response System • Physical, Occupational, and Speech Therapy • Respite • Specialized Medical Equipment and supplies 	<p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p>	\$0

Type of Care	Description	Benefit Limit	Copay
<p>Persons with Brain Injury Waiver Also known as: Brain Injury Waiver, Traumatic Brain Injury Waiver, or Home Services Program (HSP)</p>	<p>This waiver includes additional services you may qualify for to help you live in the community. This includes:</p> <ul style="list-style-type: none"> • Adult Day Service • Adult Day Service Transportation • Behavioral Services • Day Habilitation • Environmental Accessibility Adaptions for the Home • Home Delivered Meals • Home Health Aide • Homemaker Services • Nursing – skilled • Nursing – intermittent • Personal Assistant • Personal Emergency Response System • Physical, Occupational, and Speech Therapy • Prevocational Services • Respite • Specialized Medical Equipment and supplies • Supported Employment 	<p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p>	<p>\$0</p>
<p>People with HIV or AIDS Waiver Also known as: AIDS Waiver or Home Services Program (HSP)</p>	<p>This waiver includes additional services you may qualify for to help you live in the community. This includes:</p> <ul style="list-style-type: none"> • Adult Day Service • Adult Day Service Transportation • Environmental Accessibility Adaptions for the Home • Home Delivered Meals • Home Health Aide • Homemaker Services • Nursing – skilled • Nursing – intermittent • Personal Assistant • Personal Emergency Response System • Physical, Occupational and Speech Therapy • Respite • Specialized Medical Equipment and supplies 	<p>You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.</p>	<p>\$0</p>

Type of Care	Description	Benefit Limit	Copay
Supportive Living Program Waiver (SLP) also known as: Supportive Living Facility Waiver (SLF)	SLFs include the following covered Services: <ul style="list-style-type: none"> • Nursing Services • Personal Care • Medication administration, oversight, and assistance in self-administration • Laundry • Housekeeping • Maintenance • Social and recreational programming • Ancillary Services • 24 Hour Response/Security staff • Health Promotion and Exercise • Emergency Call System • Daily Checks • Quality Assurance Plan • Management of Resident Funds, if applicable 	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.	\$0

Long Term Care

Should you choose to receive your care in a nursing facility and qualify for Long Term Care services through the State of Illinois, NextLevel Health will ensure that the care you receive from the facility meets your needs and goals. NextLevel Health Care Coordinators are also here to help you return to the community, if you desire and qualify.

Type of Care	Description	Benefit Limit
LTC – Institution for Mental Disease (IMD)	Psychiatric and substance use disorder inpatient services in an IMD	Limited to Members ages 21 – 64 without MI or MR and for no more than 15 days in a calendar month
LTC Skilled Living Facility, Dementia Care	Facility based long-term care services for individuals with a diagnosis of dementia	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.
LTC Skilled and LTC Intermediate	Facility based, group care with skilled or intermediate long-term care services and restorative nursing and other services during post-acute phase of illness or reoccurring symptoms of a long-term illness	You need to meet certain qualifications to receive these types of services. Your Care Team will help you apply for these services if you qualify.

Additional Services

We offer FREE services for our Members.

Transportation

We can get you to and from your doctor's office or to and from your pharmacy. Call Member Services between 8 a.m. and 6 p.m., 48 hours before your appointment to set up a free ride.

Free Nurse Line

We have a free nurse line. Call our Nurse Advice Line at 833-ASK-NLHP (833-275-6547) 24 hours, 7 days a week. Nurses can answer your questions when you cannot reach your doctor.

Limitations on Covered Services. The following services and benefits shall be limited as Covered Services:

Termination of pregnancy may be provided only as allowed by applicable State and federal law (42 CFR Part 441, Subpart E). In any such case, the requirements of such laws must be fully complied with and HFS Form 2390 must be completed and filed in the Enrollee's medical record. Termination of pregnancy shall not be provided to Enrollees who are eligible under the State Children's Health Insurance Program (215 ILCS 106).

Sterilization services may be provided only as allowed by State and federal law (see 42 CFR Part 441, Subpart F). In any such case, the requirements of such laws must be fully complied with and a HFS Form 2189 must be completed and filed in the Enrollee's medical record. If a hysterectomy is provided, a HFS Form 1977 must be completed and filed in the Enrollee's medical record.

Section Seven: Non-Covered Services

This section, along with the "Covered Services" section, explains the types of health care services that are not Covered Services. Deceased people are not eligible for services. Services and supplies not covered include, but are not limited to, the following:

Services that are provided in a State Facility operated as a psychiatric hospital as a result of a forensic commitment;

Services that are provided through a Local Education Agency (LEA); Services that are experimental or investigational in nature;

Section Eight: Grievances and Appeals

We want you to be happy with services you get from NextLevel Health and our providers. If you are not happy, you can file a grievance or appeal.

Grievances

A grievance is a complaint about any matter other than a denied, reduced or terminated service or item.

NextLevel Health takes Member grievances very seriously. We want to know what is wrong so we can make our services better. If you have a grievance about a provider or about the quality of care or services, you have received, you should let us know right away. NextLevel Health has special procedures in place to help members who file grievances. We will do our best to answer your questions or help to resolve your concern. Filing a grievance will not affect your health care services or your benefits coverage.

These are examples of when you might want to file a grievance.

- Your provider or an NextLevel Health staff member did not respect your rights.
- You had trouble getting an appointment with your provider in an appropriate amount of time.
- You were unhappy with the quality of care or treatment you received.
- Your provider or an NextLevel Health staff member was rude to you.
- Your provider or an NextLevel Health staff member was insensitive to your cultural needs or other special needs you may have.

You can file your grievance on the phone by calling NextLevel Health at 833-ASK-NLHP (833-275-6547). You can also file your grievance in writing via mail or fax at:

NextLevel Health
Attn: Grievance and Appeals Dept.
77 W. Wacker
Chicago, IL 60601
Fax: 844-234-0701

In the grievance letter, give us as much information as you can. For example, include the date and place the incident happened, the names of the people involved and details about what happened. Be sure to include your name and your Member ID number. You can ask us to help you file your grievance by calling Member Services at 833-ASK-NLHP (833-275-6547), Monday - Friday, 8 a.m. - 6 p.m.

If you do not speak English, we can provide an interpreter at no cost to you. Please include this request when you file your grievance. If you are hearing impaired, call the Illinois Relay at 711.

At any time during the grievance process, you can have someone you know represent you or act on your behalf. This person will be “your representative.” If you decide to have someone represent you or act for you, inform NextLevel Health in writing the name of your representative and his or her contact information.

We will try to resolve your grievance right away. If we cannot, we may contact you for more information.

Appeals

An appeal is a way for you to ask for a review of our actions. If we decide that a requested service or item cannot be approved, or if a service is reduced or stopped, you will get a “Notice of Action” letter from us. This letter will tell you the following:

- What action was taken and the reason for it
- Your right to file an appeal and how to do it
- Your right to ask for a State Fair Hearing and how to do it
- Your right in some circumstances to ask for an expedited appeal and how to do it
- Your right to ask to have benefits continue during your appeal, how to do it and when you may have to pay for the services

You may not agree with a decision or an action made by NextLevel Health about your services or an item you requested. An appeal is a way for you to ask for a review of our actions. You may appeal within sixty (60) calendar days of the date on our Notice of Action form. If you want your services to stay the same while you appeal, you must say so when you appeal, and you must file your appeal no later than ten (10) calendar days from the date on our Notice of Action form. The list below includes examples of when you might want to file an appeal.

- Not approving or paying for a service or item your provider asks for
- Stopping a service that was approved before
- Not giving you the service or items in a timely manner
- Not advising you of your right to freedom of choice of providers
- Not approving a service for you because it was not in our network

Here are two ways to file an appeal. Medicaid Service Appeals

- 1) Call Member Services at 833-ASK-NLHP (833-275-6547), Monday –Friday, 8 a.m. - 6 p.m. If you file an appeal over the phone, you must follow it with a written signed appeal request.
- 2) Mail or fax your written appeal request to:

NextLevel Health
Attn: Grievance and Appeals Dept.
77 W. Wacker
Chicago, IL60601
Fax: 844-234-0701

If you do not speak English, we can provide an interpreter at no cost to you. Please include this request when you file your appeal. If you are hearing impaired, call the Illinois Relay at 711.

Can someone help you with the appeal process?

You have several options for assistance. You may:

- Ask someone you know to assist in representing you. This could be your Primary Care Provider or a family member, for example.
- Choose to be represented by a legal professional.
- If you are in the Disabilities Waiver, Traumatic Brain Injury Waiver, or HIV/AIDS Waiver, you may also contact CAP (Client Assistance Program) to request their assistance at 1-800-641-3929 (Voice) or 1-888-460-5111 (TTY).

To appoint someone to represent you, either: 1) send us a letter informing us that you want someone else to represent you and include in the letter his or her contact information or, 2) fill out the Authorized Representative Appeals form. You may find this form on our website at <https://nextlevelhealthil.com/members/member-materials/>

Appeal Process

We will send you an acknowledgment letter within three (3) business days saying we received your appeal. We will tell you if we need more information and how to give us such information in person or in writing.

A provider with the same or similar specialty as your treating provider will review your appeal. It will not be the same provider who made the original decision to deny, reduce or stop the medical service.

NextLevel Health will send our decision in writing to you within fifteen (15) business days of the date we received your appeal request. NextLevel Health may request an extension up to fourteen (14) more calendar days to make a decision on your case if we need to get more information before we make a decision. You can also ask us for an extension, if you need more time to obtain additional documents to support your appeal.

We will call you to tell you our decision and send you and your authorized representative the Decision Notice. The Decision Notice will tell you what we will do and why.

If NextLevel Health's decision agrees with the Notice of Action, you may have to pay for the cost of the services you got during the appeal review. If NextLevel Health's decision does not agree with the Notice of Action, we will approve the services to start right away.

Things to keep in mind during the appeal process:

- At any time, you can provide us with more information about your appeal, if needed.
- You have the option to see your appeal file.
- You have the option to be there when NextLevel Health reviews your appeal.

How can you expedite your Appeal?

If you or your provider believes our standard time-frame of 15 business days to make a decision on your appeal will seriously jeopardize your life or health, you can ask for an expedited appeal by writing or calling us. If you write to us, please include your name, member ID number, the date of your Notice of Action letter, information about your case and why you are asking for the expedited appeal. We will let you know within 24 hours if we need more information. Once all information is provided, we will call you within 24 hours to inform you of our decision and will also send you and your authorized representative the Decision Notice.

How can you withdraw an Appeal?

You have the right to withdraw your appeal for any reason, at any time, during the appeal process. However, you or your authorized representative must do so in writing, using the same address as used for filing your appeal. Withdrawing your appeal will end the appeal process and no decision will be made by us on your appeal request.

NextLevel Health will acknowledge the withdrawal of your appeal by sending a notice to you or your authorized representative. If you need further information about withdrawing your appeal, call NextLevel Health at 833-ASK-NLHP (833-275-6547).

What happens next?

After you receive the NextLevel Health appeal Decision Notice in writing, you do not have to take any action and your appeal file will be closed. However, if you disagree with the decision made on your appeal, you can take action by asking for a State Fair Hearing Appeal and/or asking for an External Review of your appeal within thirty (30) calendar days of the date on the Decision Notice. You can choose to ask for both a State Fair Hearing Appeal and an External Review or you may choose to ask for only one of them.

Medicaid State Fair Hearing

If you choose, you may ask for a State Fair Hearing Appeal within one hundred-twenty (120) calendar days of the date on the Decision Notice, but you must ask for a State Fair Hearing Appeal within ten (10) calendar days of the date on the Decision Notice if you want to continue your services. If you do not win this appeal, you may be responsible for paying for these services provided to you during the appeal process.

At the State Fair Hearing, just like during the NextLevel Health Appeals process, you may ask someone to represent you, such as a lawyer or have a relative or friend speak for you. To appoint someone to represent you, send us a letter informing us that you want someone else to represent you and include in the letter his or her contact information.

You can ask for a State Fair Hearing in one of the following ways:

- Your local Family Community Resource Center can give you an appeal form to request a State Fair Hearing and will help you fill it out, if you wish.
- Visit <https://abe.illinois.gov/abe/access/appeals> to set up an ABE Appeals Account and submit a State Fair Health Appeal online. This will allow you to track and manage your appeal online, viewing important dates and notices related to the State Fair Hearing and submitting documentation.
- If you want to file a State Fair Hearing Appeal related to your medical services or items, or Elderly Waiver (Community Care Program (CCP)) services, send your request in writing to:

Illinois Department of Healthcare and Family Services
Bureau of Administrative Hearings
69 W. Washington Street, 4th Floor Chicago, IL 60602
Fax: 312-793-2005
Email: HFS.FairHearings@illinois.gov

Or you may call 855-418-4421, TTY: (800) 526-5812

Medicaid State Fair Hearing Process

The hearing will be conducted by an Impartial Hearing Officer authorized to conduct State Fair Hearings. You will receive a letter from the appropriate Hearings office informing you of the date, time and place of the hearing. This letter will also provide information about the hearing.

It is important that you read this letter carefully. If you set up an account at <http://abe.illinois.gov/abe/access/appeals> you can access all letters related to your State Fair Hearing process through your ABE Appeals Account. You can also upload documents and view appointments.

At least three (3) business days before the hearing, you will receive information from NextLevel Health. This will include all evidence we will present at the hearing. This will also be sent to the Impartial Hearing Officer. You must provide all the evidence you will present at the hearing to NextLevel Health and the Impartial Hearing Officer at least three (3) business days before the hearing. This includes a list of any witnesses who will appear on your behalf, as well as all documents you will use to support your appeal.

You will need to notify the appropriate Hearings Office of any accommodation you may need. Your hearing may be conducted over the phone. Please be sure to provide the best phone number to reach you during business hours in your request for a State Fair Hearing. The hearing may be recorded.

Continuance or Postponement

You may request a continuance during the hearing, or a postponement prior to the hearing, which may be granted if good cause exists. If the Impartial Hearing Officer agrees, you and all parties to the appeal will be notified in writing of a new date, time and place. The time limit for the appeal process to be completed will be extended by the length of the continuation or postponement.

Failure to Appear at the Hearing

Your appeal will be dismissed if you, or your authorized representative, do not appear at the hearing at the time, date and place on the notice and you have not requested postponement in writing. If your hearing is conducted via telephone, your appeal will be dismissed if you do not answer your telephone at the scheduled appeal time. A Dismissal Notice will be sent to all parties to the appeal.

Your hearing may be rescheduled, if you let us know within ten (10) calendar days from the date you received the Dismissal Notice, if the reason for your failure to appear was:

- A death in the family
- Personal injury or illness which reasonably would prohibit your appearance
- A sudden and unexpected emergency

If the appeal hearing is rescheduled, the Hearings Office will send you or your authorized representative a letter rescheduling the hearing with copies to all parties to the appeal.

If we deny your request to reset your hearing, you will receive a letter in the mail informing you of our denial.

The State Fair Hearing Decision

A Final Administrative Decision will be sent to you and all interested parties in writing by the appropriate Hearings Office. The Decision will also be available online through your ABE Appeals Account. This Final Administrative Decision is reviewable only through the Circuit Courts of the State of Illinois. The time the Circuit Court will allow for filing of such review may be as short as thirty-five (35) days from the date of this letter. If you have questions, please call the Hearing Office.

External Review (for medical services only)

Within thirty (30) calendar days after the date on the NextLevel Health appeal Decision Notice, you may choose to ask for a review by someone outside of NextLevel Health. This is called an external review. The outside reviewer must meet the following requirements:

- Board certified provider with the same or like specialty as your treating provider
- Currently practicing
- Have no financial interest in the decision
- Not know you and will not know your identity during the review

External Review is not available for appeals related to services received through the Elderly Waiver; Persons with Disabilities Waiver; Traumatic Brain Injury Waiver; HIV/Aids Waiver; or the Home Services Program.

Your letter must ask for an external review of that action and should be sent to:

NextLevel Health
224 S. Michigan Ave., Suite 700
Chicago, IL 60604
fax 312-767-2544

What Happens Next?

- We will review your request to see if it meets the qualifications for external review. We have five (5) business days to do this. We will send you a letter letting you know if your request meets these requirements. If your request meets the requirements, the letter will have the name of the external reviewer.

- You have five (5) business days from the letter we send you to send any additional information about your request to the external reviewer. The external reviewer will send you and/or your representative and NextLevel Health a letter with their decision within five (5) calendar days of receiving all the information they need to complete their review.

Expedited External Review

If the normal time frame for an external review could jeopardize your life or your health, you or your representative can ask for an expedited external review. You can do this over the phone or in writing. To ask for an expedited external review over the phone, call Member Services toll- free at 833-ASK-NLHP (833-275-6547). To ask in writing, send us a letter at the address below. You can only ask one (1) time for an external review about a specific action. Your letter must ask for an external review of that action.

NextLevel Health
224 S. Michigan Ave., Suite 700
Chicago, IL 60604
fax 312-767-2544

What happens next?

- Once we receive the phone call or letter asking for an expedited external review, we will immediately review your request to see if it qualifies for an expedited external review. If it does, we will contact you or your representative to give you the name of the reviewer.

- We will also send the necessary information to the external reviewer so they can begin their review.

- As quickly as your health condition requires, but no more than two (2) business days after receiving all information needed, the external reviewer will make a decision about your request. They will let you and/or your representative and NextLevel Health know what their decision is verbally. They will also follow up with a letter to you and/or your representative and NextLevel Health with the decision within 48 hours.

Rights & Responsibilities:

Your rights:

- Be treated with respect and dignity at all times.
- Have your personal health information and medical records kept private except where allowed by law.
- Be protected from discrimination.
- Receive information from NextLevel Health in other languages or formats such as with an interpreter or Braille.
- Receive information on available treatment options and alternatives
- Receive information necessary to be involved in making decisions about your healthcare treatment and choices.
- Refuse treatment and be told what may happen to your health if you do.
- Receive a copy of your medical records and in some cases request that they be amended or corrected.
- Choose your own primary care provider (PCP) from the NextLevel Health. You can change your PCP at any time.
- File a complaint (sometimes called a grievance), or appeal without fear of mistreatment or backlash of any kind.
- Request and receive in a reasonable amount of time, information about your Health Plan, its providers and policies.

Your responsibilities

- Treat your doctor and the office staff with courtesy and respect.
- Carry your NextLevel Health Member ID card with you when you go to your doctor appointments and to the pharmacy to pick up your prescriptions.
- Keep your appointments and be on time for them.
- If you cannot keep your appointments cancel them in advance.
- Follow the instructions and treatment plan you get from your doctor.
- Tell your health plan and your caseworker if your address or phone number changes.
- Read your member handbook so you know what services are covered and if there are any special rules.

Fraud, Abuse and Neglect

Fraud, Abuse and Neglect are all incidents that need to be reported.

Fraud Occurs when someone receives benefits or payments they are not entitled to. Some other examples of fraud are:

- To use someone else's ID card or let them use yours.
- A provider billing for services that you did not receive.

Abuse is when someone causes physical or mental harm or injury. Here are some examples of abuse:

- Physical abuse is when you are harmed such as slapped, punched, pushed or threatened with a weapon.
- Mental abuse is when someone uses threatening words at you, tries to control your social activity, or keep you isolated.
- Financial abuse is when someone uses your money, personal checks or credit cards without your permission.
- Sexual abuse is when someone is touching you inappropriately and without your permission.

Neglect Occurs when someone decides to hold the basic necessities of life such as food, clothing, shelter or medical care.

If you believe you are a victim you should report this right away by calling 911 and/or Member Services at NextLevel Health at 833-ASK-NLHP (833-275-6547).

Section Nine: Definitions

Health care can be complicated. NextLevel Health is here to help. Below are words that are used throughout this Certificate of Coverage and their definitions. If you ever have trouble understanding this Certificate of Coverage or your benefits, contact us. We can be reached at 833-ASK-NLHP (833-275-6547), or if you're hearing impaired at Illinois Relay 711.

Appeal A request for a review of our initial decision, a decision on a registered complaint, or determination of medical necessity.

Durable Medical Equipment Equipment that meets all of the following criteria:

- Can withstand repeated use;
- Is used only to serve a medical purpose;
- Is appropriate for use in the patient's home;
- Is not useful in the absence of illness, injury, or disease; and
- Is prescribed by a physician.

Durable medical equipment does not include fixtures installed in your home or installed on your real estate.

Grievance A complaint that you communicate to your health plan.

Home Health Agency An institution that meets both of the following requirements:

- Licensed as a home health agency; and
- Meets federal and State standards for participation.

Hospice A facility that meets both of the following requirements:

- Licensed as a hospice; and
- Meets federal and State standards for participation.

Hospital An institution that is duly licensed by the state of Maine as an acute care, rehabilitation or psychiatric hospital.

Inpatient A registered bed patient who occupies a bed in a hospital, skilled nursing facility, or residential treatment facility. A patient who is kept overnight in a hospital solely for observation is not considered a registered inpatient. This is true even though the patient uses a bed. In this case, the patient is considered an outpatient.

Inpatient Stay One period of continuous, inpatient confinement. An inpatient stay ends when you are discharged from the facility in which you were originally confined. However, a transfer from one acute care hospital to another acute care hospital as an inpatient when medically necessary is part of the same stay.

Medicaid Title XIX of the United States Social Security Act, Grants to States for Medical Assistance Programs.

Medically Necessary Health Care Health care services or products provided to a member for the purpose of preventing, diagnosing or treating an illness, injury or disease or the symptoms of an illness, injury or disease in a manner that is:

- Consistent with generally accepted standards of medical practice;
- Clinically appropriate in terms of type, frequency, extent, site and duration;
- Demonstrated through scientific evidence to be effective in improving health outcomes;
- Representative of “best practices” in the medical profession; and
- Not primarily for the convenience of the member or physician or other health care practitioner.

The Health Insurance for the Aged Act, Title XVIII of the Social Security Amendments of 1965 as then constituted or later amended.

Member The subscriber and all family members who are eligible for coverage and who we accept for coverage under this Contract.

Network Providers Health Care Providers that have a written agreement with NextLevel Health to furnish health care services under this Contract. Also referred to as participating Providers.

Non-Network Providers Health Care Providers that do not have a written agreement with NextLevel Health to furnish health care services under this Contract. Also referred to as non-participating Providers. Providers who have not contracted or affiliated with our designated Subcontractor(s) for the services they perform under this plan are also considered Non-Network Providers.

Orthotic Device A device that restricts, eliminates, or redirects motion of a weak or diseased body part.

Outpatient A patient who receives services at a provider and who is not a registered inpatient or a day treatment patient. A patient who is kept overnight in a hospital solely for observation is considered an outpatient. This is true even though the patient uses a bed.

Pharmacy Any retail establishment operating under a license and in which a registered pharmacist dispenses prescription drugs.

Prescription Drugs A narcotic or medicine approved by the federal Food and Drug Administration (FDA) for use outside of a hospital dispensed under a physician's written order. Prescription drugs are: required by state law to be dispensed only with a prescription; required by law to display the notice, "Caution: Federal law prohibits dispensing without a prescription"; any other drug we may approve through our drug approval process.

Prostheses Prostheses are appliances that replace all or part of a body organ (including contiguous tissue) or replace all or a part of the function of a permanently inoperative, absent, or malfunctioning body part.

Primary Care Provider A licensed health care institution, facility, agency, or an independently billing, licensed health care specialist acting within the scope of his or her license. A Member shall select or have selected on his or her behalf a primary care provider.

Radiation Therapy The use of high energy penetrating rays to treat an illness or disease.

Reconstructive Procedure Procedures performed on structures of the body to improve or restore bodily function or to correct deformity when there is functional impairment resulting from disease, trauma, previous therapeutic process, or congenital or developmental anomalies.

Sitter/Companion A person who provides short-term supervision of hospice patients during the temporary absence of family members.

Skilled Nursing Facility (SNF) An institution that meets all of the following requirements:

- Licensed as a skilled nursing facility;
- Accredited in whole or in a specific part as a skilled nursing facility for the treatment and care of inpatients;
- Engaged mainly in providing skilled nursing care under the supervision of a physician in addition to providing room and board;
- Provides 24-hour-per-day nursing care by or under the supervision of a registered nurse (RN);
- Maintains a daily medical record for each patient;
- Is a freestanding unit or a designated unit of another licensed health care facility; and
- Meets our standards for participation.

Specialist Service A service by a professional practicing in specialty areas such as cardiology, neurology, surgery, and other specialties.

Stabilize means, with respect to an Emergency Medical Condition: To provide such medical treatment of the condition as may be necessary to assure, within reasonable medical probability, that no material deterioration of the condition is likely to result from or occur during the transfer of the individual from a facility. With respect to a pregnant woman who is having contractions, the term “stabilize” also means to deliver (including the placenta), if there is inadequate time to effect a safe transfer to another hospital before delivery or transfer may pose a threat to the health or safety of the woman or the unborn child.

Subcontractor An organization or entity that provides particular services in specialized areas of expertise. Examples of subcontractors include, but are not limited to, prescription drugs, mental health/ behavioral health and substance abuse services. Such subcontracted organizations or entities may make benefit determinations and/or perform administrative, claims paying, or customer service duties on our behalf.

Subscriber The person who applied for coverage under this Contract and whose application and payment of required subscription charges we have accepted.
Substance Abuse The misuse, excessive use, or improper use of alcohol or drugs to the extent that such use contributes to physical, mental, or social dysfunction, regardless of origin.

Substance Abuse Treatment Facility A residential or nonresidential institution that meets all of the following requirements:

- Licensed or certified as a substance abuse treatment facility;
- Provides care to one or more patients for alcoholism and/or drug dependency; · Is a freestanding unit or a designated unit of another licensed health care facility; and
- Meets our standards for participation.

Surgical Assistant A physician (Doctor of Medicine or Osteopathy) or dentist (Doctor of Dental Medicine or Dental Surgery), or other qualified professionals as permitted by law and recognized by us who actively assists the operating surgeon in performing a covered surgical service.

Surgical Service A service performed by a professional acting within the scope of his or her license that is:

- A generally accepted operative and cutting procedure;
- An endoscopic examination or other invasive procedure using specialized instruments; or
- The correction of fractures and dislocations.

Telemedicine The use of interactive audio, video, or other electronic media for the purpose of diagnosis, consultation, or treatment. Telemedicine does not include the use of audio-only telephone, facsimile machine, or e-mail

Terminal Illness A terminal illness exists if a person becomes ill with a prognosis of 12 months or less to live, as diagnosed by a physician.

Treatment of Autism Spectrum Disorders The following types of care prescribed, provided or ordered for an individual diagnosed with autism spectrum disorder:

(1) Habilitative or rehabilitative services, including applied behavior analysis or other professional or counseling services necessary to develop, maintain and restore the functioning of an individual to the extent possible. To be eligible for coverage, applied behavior analysis must be provided by a person professionally certified by a national board of behavior analysts or performed under the supervision of a person professionally certified by a national board of behavior analysts;

(2) Counseling services provided by a licensed psychiatrist, psychologist, clinical professional counselor or clinical social worker; and

(3) Therapy services provided by a licensed or certified speech therapist, occupational therapist or physical therapist.

Utilization Management The process we use to determine the medical necessity, appropriateness, efficacy or efficiency of health care services. Techniques include inpatient admission review, continued inpatient stay review, discharge planning, post admission review and case management.

Disclaimers:

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement:

If you do not speak English, we can provide an interpreter at no cost to you by contacting NextLevel Health at: 833-ASK-NLHP (833-275-6547). If you are hearing impaired, call the Illinois Relay at 711.

NextLevel Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NextLevel Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NextLevel Health provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you believe that NextLevel Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

NextLevel Health
Grievance Department
77 W Wacker Drive, Suite 1200
Chicago, IL 60601
Phone: 833-ASK-NLHP (833-275-6547) (TTY: 711)
Fax: 1-844-234-0701

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, NextLevel Health's Member Services Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services 200
Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>

Multi-Language Interpreter Services

English- ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-833-275-6547 (TTY: 711).

Spanish- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-275-6547 (TTY: 711).

Polish- UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-833-275-6547 (TTY: 711).

Chinese- 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-833-275-6547 (TTY：711)。

Korean- 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-833-275-6547 (TTY: 711) 번으로 전화해 주십시오.

Tagalog- PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-833-275-6547 (TTY: 711).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-833-275-6547 (رقم هاتف والصم والبكم: 711).

Russian- ВНИМАНИЕ: Если вы говорите на русском

языке, то вам доступны бесплатные услуги перевода.
Звоните 1-833-275-6547 (телетайп: 711).

Gujarati- જાનક: યદ આપ હદી બોલતે હ તો આપકે
િલે મુ મ ભાષા સહાયતા સેવાએં ઉપલ હ । 1833275-
6547 (TTY: 711) પર કોલ કર ।

زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں۔ 1-833-275-6547 (TTY:
711). **Urdu-** خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو

Vietnamese- CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch
vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-
833-275-6547 (TTY: 711).

Italian- ATTENZIONE: In caso la lingua parlata sia
l'italiano, sono disponibili servizi di assistenza linguistica
gratuiti. Chiamare il numero 1-833-275-6547 (TTY:
711).

Hindi- जानक: यिद आप िहंदी बोलते ह तो आपके
िले मु म भाषा सहायता सेवाएं उपल ह । 1-833-275-
6547 (TTY: 711) पर कॉल कर ।

French- ATTENTION: Si vous parlez français, des
services d'aide linguistique vous sont proposés
gratuitement. Appelez le 1-833-275-6547 (ATS: 711).

Greek- ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας
βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες
παρέχονται δωρεάν. Καλέστε 1-833-275-6547 (TTY: 711).

German- ACHTUNG: Wenn Sie Deutsch sprechen,
stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen
zur Verfügung. Rufnummer: 1-833-275-6547 (TTY: 711).