

Primetime Choices Appeals Website Language

Please use this information to let Primetime Choices know if you are dissatisfied or disagree with a decision about your benefit coverage. If you are dissatisfied with Primetime Choices, please contact us as soon as possible. Your concerns will be forwarded to the Grievance Department, who will conduct a thorough investigation and provide a written response to you within 30 days. This is known as the Grievance Process. You may contact Primetime Choices customer service to voice your concern, or you may also put your grievance in writing to the attention of:

Primetime Choices Grievance and Appeal Department
P.O. Box 6029
Canton, Ohio 44706

If you disagree with a benefit determination made by Primetime Choices, you have the right to appeal to us. This is known as the Appeals Process. The appeal process can be initiated by you, your provider, or your authorized representative. Your appeal must be submitted to the address above within 180 calendar days of the adverse determination and should contain a statement describing the reasons why you feel your claim/services should not have been denied, in addition to written comments, documents, records, or other information relating to the claim/service. A full and fair review will be conducted, taking into consideration all of the information received with the appeal.

Appeals will not be reviewed by the individual who made the original decision, nor will they be a subordinate of that person. Appeal decisions are based only on the existence of coverage. Primetime Choices will provide a written notification detailing the outcome of your appeal. The timeframe for the appeal response is dependent on the type of appeal filed.

For more information on your appeal rights, you can review your plan document, Explanation of Benefits, benefit denial letter, appeal resolution letter, or contact Primetime Choices customer service for a copy of your appeal procedure at 330-363-6360 or toll-free 1-800-344-8858 (TTY 711).