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| Appeals Process regarding PCA Assessment DTRsWhen a member appeals their DTR for PCA services, our Appeals team will require the current and previous PCA assessments as part of the Appeal review. A representative from our Appeals team will reach out to the Care Coordinator listed on the DTR form by phone and leave a voicemail if needed followed by an email and will include our Delegate primary contact as back-up in case the CC is out of the office. We have strict turnaround timeframes to render a decision on appeals. In summary, the Care Coordinator or someone on their team must respond and supply the assessment(s) within 24 hours of receiving the request.  |