



Appeals

Most situations can be resolved simply by calling a member service representative at Altrua the matter will be reviewed and can be usually resolved within 10 business days.

Denials due to a retroactive decline for membership or a membership limitation are only reviewed if the aggrieved party submits a formal appeal.

The aggrieved party may formally appeal and he did not need to buy following the established formal appeal procedure which requires a formal appeal to be in writing and an appeal fee to be deposited with Altrua.

The appeal is first reviewed by a supervisor then if necessary by the Altrua appeals board. If the original denial is upheld, the appeal fee is not returned.

If the denial is overturned an amount equal to double the total of all appeal fees deposited will be returned to whoever made the appeal. To have any degree of Merit and appeal should address at least one of the following three questions:

- What information does Altrua have that is either incomplete or incorrect?
- How do you believe how true it has misrepresented the information already on hand?
- What provision in the Altrua guideline do you believe Altrua applied incorrectly?



Disclaimer This is a summary of the appeals process from the Altrua Healthshare Member Guidelines. Before enrolling you must read the full Member Guidelines For complete detail, please click the icon above for the entire guidelines.