# How to file a suggestion, appeal, complaint or grievance

**You have the right to file a suggestion, appeal, complaint or grievance about:**

- **APWU Health Plan**
- **A health care service**
- **A health care provider or professional**

All suggestions are shared with the appropriate staff and departments. All complaints are investigated and resolved by the Member Service Representative. Your provider can file a complaint for you if you give the provider your consent in writing to do so.

| How to file a complaint by phone, email or mail | Contact | Response timeframe |
|---|---|---|
| | Call **1-800-222-APWU (2798)**<br>**custserv@apwuhp.com**<br>APWU Health Plan<br>P.O. Box 1358<br>Glen Burnie, MD 21060-1358 | 30 days |

If your complaint is regarding medical care or treatment that is urgent and requires an expedited response, please follow the directions below:

| How to file an urgent or expedited appeal/complaint by mail | Mailing address | Response timeframe |
|---|---|---|
| | **High Option**<br>APWU Health Plan<br>P.O. Box 1358<br>Glen Burnie, MD 21060-1358<br><br>**Consumer Driven Option**<br>UnitedHealthcare Appeals<br>P.O. Box 740816<br>Atlanta, GA 30374-0816 | Urgent/expedited pre-service Claim: 72 hours<br>Pre-service claim: 15 business days<br>Post-service claim: 30 business days |

*Pre-service claim—is a claim requiring pre-approval as a condition of coverage.*

*Post service claim—is a claim for services that have already been provided.*

Members (or designees) have the right to file a grievance or appeal when they disagree with APWU Health Plan's decision not to authorize services or not to pay for a claim.

Appeals must be received in writing and submitted within 180 days of the original claim determination. Additional information on the appeals process may be found on our website at **www.apwuhp.com** or in the official Health Plan brochure, Section 8.

**Your comments and suggestions are important to us as we strive to improve the quality of service and care we provide to our members.**

**Together. Better health.**

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APWU HEALTH PLAN