



Date:

Assigned Clinic Contact Info:

RE:

asked County of San Luis Obispo Health Agency on to obtain or approve . County of San Luis Obispo Health Agency has not yet made a decision about the request.

We apologize for the delay in processing this request. We are working on your request and will provide **you/provider name** with a decision as soon as possible.

You may appeal this decision if you think it is incorrect. The enclosed “Your Rights” information notice tells you how. It also tells you where you can get help with your appeal. This also means free legal help. You are encouraged to send with your appeal any information or documents that could help your appeal. The enclosed “Your Rights” information notice provides timelines you must follow when requesting an appeal.

You may ask for free copies of all information used to make this decision. This includes a copy of the guideline, protocol, or criteria that we used to make our decision. To ask for this, please call County of San Luis Obispo Health Agency at 800-838-1381.

If you are currently getting services and you want to keep getting services while we decide on your appeal, you must ask for an appeal within 10 days from the date on this letter or before the date County of San Luis Obispo Health Agency says services will be stopped or reduced.

County of San Luis Obispo Health Agency can help you with any questions you have about this notice. For help, you may call County of San Luis Obispo Health Agency between Monday thru Friday 8am to 5pm at 800-838-1381. If you have trouble speaking or hearing, please call TTY/TTD number 800-735-2922 between Monday thru Friday 8am to 5pm for help.

If you need this notice and/or other documents from County of San Luis Obispo Health Agency in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact County of San Luis Obispo Health Agency by

calling 800-838-1381.

If County of San Luis Obispo Health Agency does not help you to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-888-452-8609.

This notice does not affect any of your other Medi-Cal services.

Enclosures:

- Your Rights
- Language Assistance Taglines
- Beneficiary Non-Discrimination Notice