



IdealCare by Sendero Health Plans (Sendero) is providing the following information as a reminder of upcoming changes related to the External Review Process available to you.

From now until June 30, 2018, any member whose Appeal of an Adverse Determination is denied by Sendero may seek review of that determination through an appeal request for an Independent Review Organization (IRO). An IRO is a group of health care providers who are totally independent of Sendero. They are available to review your appeal and make a final decision. To find out about the process to request a review by IRO, you may call Sendero's Health Services Department at 1-855-297-9191 for more information. The IRO will mail you the final decision no later than the 20th day after the date the organization receives the request. If you are still not happy, you may contact the Texas Department of Insurance (TDI) at:

Texas Department of Insurance
P.O. Box 149104
Austin, TX 78714-9104
Fax: (512) 490-1007
Web: <http://www.tdi.texas.gov>
E-mail: ConsumerProtection@tdi.texas.gov
1-800-252-3439.

Effective July 1, 2018, any member whose Appeal of an Adverse Determination is denied by Sendero may seek review of that determination by submitting an appeal request through the Federal External Review Process. To find out about the process to request a Federal External Review, you may call Sendero's Health Services Department at 1-855-297-9191 for more information. You may also visit <http://www.externalappeal.com/Forms.aspx> to download and complete a HHS Federal External Review Request Form.

If you have any additional questions regarding this process, please call Sendero Health Services Department at 1-855-297-9191. You can call Monday – Friday 8 AM to 5 PM.