



UPDATED MARCH 2015

**INSURANCE SERVICES PROGRAM  
NOTICE OF RIGHTS TO APPEAL**

**POLICY**

A client that feels that he/she was incorrectly denied enrollment into the Insurance Services Program (ISP) may request a formal review of enrollment criteria by Suncoast Health Council, Inc.

**PROCESS**

An appeal of an ISP enrollment decision can be made in two parts.

**Part 1**

The first appeal is made to the Health Council, which is the agency contracted to provide Health Insurance Services for People Living with HIV/AIDS in the Tampa Bay and West Central areas of Florida; i.e., the Part A and Part B service areas.

**Part 2**

A second appeal can be made to Hillsborough County Government OR Florida Department of Health in Pinellas County if a client feels the Health Council acted inappropriately in reviewing the first appeal.

A client cannot submit an appeal to Hillsborough County OR Florida Department of Health in Pinellas County before submitting an appeal and receiving an appeal decision from the Health Council.

**STEP ONE**

Requests to appeal and ISP enrollment decision should be submitted in writing to:

Elizabeth M. Rugg, Executive Director  
The Health Council  
9600 Koger Boulevard - Suite 221  
St. Petersburg, Florida 33702

The Health Council will issue written notification of the outcome of the appeal within fourteen (14) calendar days of the receipt of the appeal. If the outcome of the appeal is to deny enrollment into ISP, you can submit a follow-up request as outlined in Step Two.

**STEP TWO**

Requests to appeal the Health Council's decision regarding an appeal to ISP enrollment should be submitted in writing to either one of the parties listed below:

Aubrey Arnold, Program Administrator  
Ryan White Part A Lead Agency  
Hillsborough County Government  
601 East Kennedy Boulevard  
Tampa, Florida 33602

Shelly Taylor-Donohue, Program Administrator  
Ryan White Part B Lead Agency  
Florida Department of Health in Pinellas County  
205 Dr. Martin Luther King Jr Street North  
St. Petersburg, Florida 33701

The Ryan White Program Administrator will issue written notification of the outcome of the appeal within the timeframe required by Hillsborough County Government OR the Florida Department of Health. The decision of the Ryan White Program Administrator shall be final.