



UPDATED 6/2018

INSURANCE SERVICES PROGRAM NOTICE OF RIGHTS TO APPEAL

POLICY

A client that feels that he/she was incorrectly denied access to 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 an 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 access to ISP services, the client 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 Recipient
Hillsborough County Government
601 East Kennedy Boulevard
Tampa, Florida 33602

Darius C. Lightsey, 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.