



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 an organization that the Texas Department of Insurance (TDI) selects to review appeals for health plans. When a member or doctor is not happy with the health plan response, TDI will help make a decision through this organization. If you are not happy with the results of the Sendero appeal, fill out the IRO form that was sent to you with the denial letter. You must return the form to Sendero. Member Services or the Member Advocate can help you fill out this form. We will send your request to TDI right away. To request a review by an Independent Review Organization, call Sendero at 1-844-872-0537. Complete the IRO form obtained from Sendero and mail it to us at:

Sendero Health Plans
ATTN: Health Service Department
2028 E. Ben White Blvd., Suite 400
Austin, Texas 78741

TDI will arrange for an Independent Review Organization (IRO) to review your appeal within one (1) business day after they receive the request. TDI will let you and Sendero know who the IRO is. Sendero will send all of your records on your case to the IRO no later than the third working day after your request for an IRO. The IRO will make a decision about the service within fifteen (15) days. Sendero will follow the IRO decision.

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.