



July 1, 2018

Dear Sendero Health Plans Provider:

Sendero Health Plans (Sendero) is providing the following information to communicate changes related to the External Review Process available to your patients.

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.

Thank you,

Sendero Health Plans