



Notice of Service Authorization Extension

Important: Read this notice carefully. If you need help, you can call one of the numbers listed on the next page under “Get help & more information.”

Mailing Date: Click to enter a date. **Member ID:** Click here to enter ID.

Name: Click here to enter Name.

Address: Click here to enter Address.

This notice is in response to a request that we received on Click to enter a date..

This extension letter is being completed and sent in compliance with 42 CFR 438.408(c)(2) which states we may extend the service authorization timeframe by up to 14 calendar days if either you request an extension, or if we can show to the State of Michigan there is a need for more time to provide authorization.

Your service authorization was received on Click to enter a date. and was originally to be completed on Click to enter a date. Your new service authorization completion date is Click to enter a date.

We called to give you oral notice of the delay of the completion of the service authorization on Click or tap to enter a date.

Reason for Extension: Click here to enter reason for extension.

This letter was sent to you within 2 calendar days from the decision to extend the service authorization. If you disagree with the extended time frame you have the right to file a Grievance (complaint) by calling (800) 897-3301.

Get help and more information:

- Community Mental Health of Ottawa County: If you need help or additional information about our decision and the appeal process, call Customer Services at 616-494-5545 (TTY 7-1-1), Monday - Friday 8:00-5:00. OR,

- Lakeshore Regional Entity (LRE) Customer Services: 800-897-3301 (TTY 7-1-1) Monday – Friday 8:30 – 5:00. You can also visit our website at www.lsre.org OR,
 - Michigan Department of Health and Human Services (MDHHS) Beneficiary Help Line: 1-800-642-3195. TTY users call 1-866-501-5156 or 1-800-975-7630 (if calling from an internet-based phone service).
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Section 1557 of the Patient Protection and Affordable Care Act prohibits discrimination based on race, color, national origin, sex, age, or disability.