

## Where to Submit Your Appeals

### Magellan

*For appeals of services denied/reduced by Magellan, this is the first step.*

**Phone:** 1-855-202-0973

**Fax:** 1-888-656-9795

**E-mail:** [IDAC@magellanhealth.com](mailto:IDAC@magellanhealth.com)

**Mail:** Magellan Healthcare, Inc.

Attn: Idaho Quality Department

PO Box 2188

Maryland Heights, MO 63043

### Idaho Behavioral Health Plan (IBHP)

*For state fair hearing requests after going through the appeal process with Magellan.*

**Phone:** 866-681-7062

**Fax:** 208-364-1811

**E-mail:** [IBHPAppeals@dhw.idaho.gov](mailto:IBHPAppeals@dhw.idaho.gov)

**Mail:** IBHP Governance Bureau Appeals

IDHW PO Box 83720

Boise, ID 83720-0009

### Medicaid

*For state fair hearing requests and appeals for other Medicaid programs.*

**Phone:** 208-334-5747 or 877-200-5441

**Fax:** 208-364-1811

**E-mail:** [MedicaidAppeals@dhw.idaho.gov](mailto:MedicaidAppeals@dhw.idaho.gov)

**Mail:** Medicaid Appeals

IDHW PO Box 83720

Boise, ID 83720-0009

### Self-Reliance Medicaid Eligibility

**Phone:** 1-877-456-1233

**Fax:** 208-364-1811

**E-mail:** [mybenefits@dhw.idaho.gov](mailto:mybenefits@dhw.idaho.gov)

**Mail:** Self-Reliance Programs

IDHW PO Box 83720

Boise, ID 83720-0026

## Additional Support For Submitting Your Appeal

### Youth Empowerment Services (YES)

208-364-1910, [yes@dhw.idaho.gov](mailto:yes@dhw.idaho.gov)

### FYIdaho (Family Advocacy & Support)

208-433-8845, [info@fyidaho.org](mailto:info@fyidaho.org)

### Idaho Legal Aid Services

208-746-7541, [www.idaholegalaid.org](http://www.idaholegalaid.org)

## YES Complaint and Appeal Resources

For more information about appeals including FAQs and additional resources, visit [yes.idaho.gov/appeals](http://yes.idaho.gov/appeals).

For more information about submitting appeals to Magellan Healthcare, visit [magellanofidaho.com/for-members](http://magellanofidaho.com/for-members).

## CRISIS INFORMATION

If you or someone in your family may be considering suicide or need to talk, you can call or text 988 – the Idaho Crisis & Suicide Hotline – any time. If you feel you cannot keep yourself or your family member safe, go to the nearest emergency department or call 911.



IDAHO DEPARTMENT OF  
HEALTH & WELFARE



## YES Appeals

December 2024

[yes.idaho.gov](http://yes.idaho.gov)



## APPEALS IN THE YOUTH EMPOWERMENT SERVICES (YES) SYSTEM OF CARE

### What are appeals?

Youth and families may find there are times when they are not satisfied with a decision that is made about the Youth Empowerment Services (YES) services they requested or received. An appeal is a request to change a decision the state or its contractors have made about a youth's health care. Youth and families cannot be penalized or retaliated against for filing an appeal.

### Who can appeal?

- A youth (under 18)
- A youth's parent or guardian
- An authorized representative (a family member, provider, or someone else with permission of the youth and/or family)

### What can be appealed?

- A denial or termination of Medicaid eligibility
- A denial, reduction, or termination of Medicaid funded services or supports, including Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) determinations
- A Medicaid benefit determination made by the Idaho Department of Health and Welfare or the independent assessment contractor, Liberty Healthcare, that a youth does not meet the following criteria for serious emotional disturbance (SED):
  - \* A functional impairment identified by the Child and Adolescent Needs and Strengths (CANS) assessment
  - \* A mental health diagnosis

### What can be appealed? (continued)

identified by a Comprehensive Diagnostic Assessment (CDA)

- Failure to provide YES services or supports the youth is entitled to
- When requests for eligibility or services are not acted upon with reasonable promptness

### How to Submit an Appeal

You can submit an appeal in person, via a website, fax, telephone, mail, or e-mail. Contact information for submitting an appeal can be found on your Notice of Decision.

If you don't have your Notice of Decision, refer to the contacts section of this pamphlet.

