

You must make your appeal request within **60 calendar days** from the date on the written notice we sent to you. You will get an answer within **15 calendar days** or within **7 calendar days** for a Medicare Part B or Part D prescription drug. We may extend this timeframe by 14 additional calendar days if it is in your best interest. We can't take extra time to make a decision if your request is for a Medicare Part B or Part D prescription drug.

(moved to make new paragraph) Fast (expedited) appeals will be processed within **72 hours**. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. We may extend this time frame by 14 additional calendar days if it is in your best interest. We can't take extra time to make a decision if your request is for a Medicare Part B or Part D prescription drug.

From webpage: <https://mmp.absolutetotalcare.com/mmp/appeals-grievances/part-c-appeals.html>