

STATE FAIR HEARING

Can I ask for a State Fair Hearing?

If you disagree with El Paso First's appeal decision, you have the right to ask for a fair hearing. You have the right to appoint a representative; this must be done in writing. A provider may be your representative. You or your representative must ask for the fair hearing within (90) ninety days from the date you received El Paso First's resolution letter. If you do not ask for the fair hearing within (90) ninety days, you may lose your right to a fair hearing.

To request a fair hearing, you or your representative should contact El Paso First either in writing or by telephone at:

El Paso First Health Plans, Inc.
Attention: Irma Vasquez
2501 North Mesa
El Paso, Texas 79902
915-532-3778 or 1-877-532-3778

You have the right to continue any service you are currently receiving pending the final hearing decision provided you requested the fair hearing within (10) ten days from receipt of the hearing notice letter from El Paso First. If a fair hearing is not requested within (10) ten days from receipt of the hearing notice, the services being appealed will be discontinued.

When you ask for a fair hearing, you will get a packet of information from the hearing officer assigned to your case letting you know of the date and time of the hearing. The packet will inform you of what you need to know to prepare for the hearing. Most fair hearings are held by telephone and you can explain why you asked for service. The Office of Health and Human Services Commission (HHSC) will give you a final decision within (90) ninety days from the date you asked for the hearing.