



EXTENDED HEALTH BENEFITS POLICY 49.07 APPEALS PROCESS

Eligible Persons under the *Extended Health Benefits Policy 49.07* (Policy) have the right to appeal decisions related to the administration of Policy provisions. Pursuant to section 5(2)(b)(iv) of the Policy, the following appeals process is established by the Deputy Minister.

1. Persons must be eligible under the Policy Schedule(s) for which the appeal is being made.
2. Appeals must be submitted by the Eligible Person, or a person empowered to act on behalf of the Eligible Person, via the [Appeal Request Form](#).
3. The Eligible Person has 60 days from the receipt of a decision related to the administration of policy provisions under the Policy to submit an appeal.
4. The completed Appeal Request Form must be submitted via email ehbappeals@gov.nt.ca or by fax at 1-867-777-3197.
5. The Appeal Request Form will be reviewed by the Department of Health and Social Services (Department) within five business days from the date it is received, to ensure it contains sufficient information to consider the appeal.
 - a. If information is insufficient, the Department will contact the Eligible Person to request additional information.
 - b. When the information is sufficient, the Department will make a decision and provide the Eligible Person with the decision in writing,
 - i. within 10 business days from the date the Appeal Request Form was received or the date that sufficient information was received following review of the Appeal Request Form, if the decision is required for pending medical travel; or
 - ii. within 30 business days from the date the Appeal Request Form was received or the date that sufficient information was received following review of the Appeal Request Form, if the medical travel has already occurred.
6. The rationale for the decision will be included in the written response.
7. The Department will advise the applicable Extended Health Benefits administrator of the decision, as appropriate.



8. The decision of the Department is final and there are no further levels of appeal.

Alan Doody
Deputy Minister
Health and Social Services

Date