

## What type of appeal are you requesting?

**Policy Appeal:** coverage for any ASEBP benefit that has been declined or terminated, or a claim that has been denied. This does not apply to Extended Disability Benefits (EDB) Total Disability disputes, but can include other appeals related to EDB.

**EDB Total Disability Appeal:** your EDB claim has been declined or terminated based on meeting the definition of Total Disability.

### Policy Appeal

Have you submitted a policy request form?

For more information on timelines for submitting an appeal, visit the Appeals section of Submitting a Claim on [asebp.ca](http://asebp.ca).

Yes



No

You can find the Policy Appeal Request form in the Appeals section of the Submitting a Claim page on [asebp.ca](http://asebp.ca), found under Using My Plan.

Return your completed form to ASEBP by mail or email ([appeals@asebp.ca](mailto:appeals@asebp.ca)).

### EDB Total Disability Appeal



Your ASEBP adjudicator or case manager will provide you with instructions on how to access the EDB Appeal Request form on [asebp.ca](http://asebp.ca). This information is also provided in your EDB decision letter.

Return your completed form to ASEBP by mail or email ([appeals@asebp.ca](mailto:appeals@asebp.ca)).

Once you have returned your completed form, ASEBP will notify you about whether your request will move forward.

...  
You will be contacted by our appeals facilitator. Your appeal request will be reviewed and our appeals facilitator will contact you to let you know if your request can move forward as an appeal.

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Has your policy appeal request been approved?

You will be contacted by ASEBP's appeals facilitator in five to seven business days to advise if your appeal request will proceed.

Yes



Your appeal request will proceed

If required, ASEBP's appeals facilitator will work with you to collect additional information needed for your appeal. They will also coordinate a review of your request.

Once a decision is made, the appeals facilitator will contact you about the outcome.

No

Your appeal request will not proceed

Visit the [Submitting a Claim page on asebp.ca](http://asebp.ca) for more information about coverage and claims you can appeal.

Yes



Your appeal will proceed

You will receive written notice that your appeal request is approved to move forward, which will include an appeal meeting date and other important information about the process.

Once a decision is made, ASEBP's appeals facilitator will contact you about the outcome.

No

Your appeal will not proceed

EDB Total Disability appeals do not proceed if they are not related to how you meet the definition of Total Disability, as outlined in ASEBP's EDB Plan Document. Please review the Appeals section of the [Submitting a Claim page on asebp.ca](http://asebp.ca) for details.

All decisions are final