

# Appeals at ASEBP

Start Here

What type of appeal are you requesting?

**Policy Appeal:** coverage for any ASEBP benefit has been declined or terminated, or a claim has been denied. Doesn't 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 Appeal Request* form?

NO

Download a copy of the form from [asebp.ca](http://asebp.ca)

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)).

Yes

You'll 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.

Contact your EDB claims facilitator

Your claims facilitator will discuss your desire to appeal and will send you an appeal package, which will include an *EDB Appeal Request* form to complete. Once you've returned your completed form, a decision will be made on whether your request will move forward.

EDB Total Disability

Has your EDB total disability appeal request been approved?

NO

Yes

Your appeal will proceed

You'll receive written notice that your request has been approved, which will include an appeal meeting date and other pertinent information regarding the process.

Your appeal will not proceed

EDB total disability appeals are denied when they aren't based on disputes about whether you meet the definition of Total Disability. Review the Appeals section of the Submitting a Claim page on [asebp.ca](http://asebp.ca) for details.

Has your policy appeal request been approved?

NO

Your appeal will not proceed

Policy appeals are denied when a request is made to appeal something that isn't appealable, like benefit eligibility criteria. Review the Appeals section of the Submitting a Claim page on [asebp.ca](http://asebp.ca) for details on what's appealable.

Yes

Your appeal will proceed

Our appeals facilitator will work with you to collect any additional information needed for your appeal and will coordinate things at ASEBP with the applicable appeal body.

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

All decisions are final