



**Bigstone Health Benefits**  
16310 100 Avenue  
Edmonton, Alberta T5P 4X5

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## Appeal Procedure

Dear Bigstone Cree Nation Member:

When you have been advised that coverage for a benefit through Bigstone Health Benefits has been denied, you may appeal the decision. The member, parent or legal guardian or legal representative of the member must submit a signed letter to Bigstone Health Benefits following the below procedure.

There are three (3) levels of appeal available to you. Only you, the member, can initiate the appeal. At each stage, the appeal must be accompanied with supporting documentation from your provider, it is absolutely essential that the documentation listed be included with your appeal letter:

1. Member name, DOB, registration number, return address and phone number
2. The diagnosis (medical condition) and prognosis related to the benefit being requested
3. Relevant diagnostic test results
4. List any other alternatives that have been trialed
5. Justification for the proposed treatment and any additional supporting information
6. If member has additional coverage (e.g. Sun Life, Great West Life, Blue Cross)
7. For dental appeals all of the above plus; treatment plan, clinical assessment and applicable radiographs (x-rays)
8. For orthodontic treatment appeals numbers 1 through 6 plus; dental claim form, comprehensive treatment plan, diagnostic physical or photo orthodontic models, facial photos and panoramic radiograph (x-ray)

**Level 1 Appeal** - Submit to the **Bigstone Health Benefits Supervisor** at the Edmonton address below.

**Level 2 Appeal** - If you do not agree with the Level 1 decision and wish to proceed further, you can appeal to the next level which is the **Chief Executive Officer** at the Wabasca address below.

**Level 3 Appeal** - If you do not agree with the Level 2 decision and wish to proceed further, you can appeal to the final level which is the **Board of Directors of Bigstone Health Commission** at the Wabasca address below.

At each level of appeal you will be provided with a written response of the decision. If you have not heard from the Supervisor, Chief Executive Officer or the Board of Directors within one (1) month of submitting your appeal and wish to inquire as to the status of your appeal or if you have any questions, you can contact our office toll free 1-866-891-9719.

When submitting your appeal mail your documents marked as “**CONFIDENTIAL APPEAL**”

Bigstone Health Commission Corporate Office  
16310 100 Avenue  
Edmonton, Alberta  
T5P 4X5

Bigstone Health Commission  
PO Box 1020  
Wabasca, AB  
T0G 2K0

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Toll Free: 1-866-891-9719

Telephone: (780) 341-2777

Fax: (780) 444-6521