**Section** **2210.550 Appeals**

a) Members may request an appeal of a decision by a Plan Administrator relating to a claim for benefits under the Program.

b) The Agency shall provide a description of the applicable appeals process in the Benefits Handbook made available to Members.

c) The Program’s appeals process shall comply with applicable federal laws and regulations, including, but not limited to, the Affordable Care Act and its implementing regulations (45 CFR 147.136).