



Indian Boarding Homes Program

Reconsideration Protocol

Pursuant to s.7.05 of the Settlement Agreement

1. A Claimant may file a Reconsideration Request if the Claimant receives a Notice of Claim Denial or a Notice of Approval at a lower level than was requested on the Claimant's Category 2 Claim Form as filed.
2. The Claimant must submit a Reconsideration Request Form to the Claims Administrator.
3. Reconsideration Request Forms must be filed within 120 days of the date on the Notice of Claim Denial or the date on the Notice of Approval at a lower level than requested. Each Notice of Claim Denial and Notice of Approval at a lower level than requested will include the deadline date for filing a Reconsideration Request.
4. If Claims Administrator is satisfied that the Reconsideration Request provides sufficient information to approve the Claim, the Claims Administrator will send a Notice of Approval and associated payment to the Claimant.

Independent Reviewer and Exceptions Committee Protocol

5. If the Claims Administrator is not satisfied that the Claim should be approved based on the information in the Claimant's Reconsideration Request, the claim will be forwarded to the Independent Reviewer.
6. If the Independent Reviewer approves the Claimant's Reconsideration Request, the Claims Administrator will send a Notice of Approval and associated payment to the Claimant.
7. If the Independent Reviewer denies the Claimant's Reconsideration Request, the Independent Reviewer has the option to refer the claim to the Exceptions



Committee. If the claim is referred to the Exceptions Committee, a notice will be sent to inform the Claimant of the referral. If the claim is not referred to the Exceptions Committee, the final denial notice will state the reasons for denial and for not referring the claim to the Exceptions Committee.

8. The Exceptions Committee will make the final determination on approval or denial of the Reconsideration Request.
9. If a Claimant's Reconsideration Request is denied by the Exceptions Committee, a final denial notice will be sent which will state that the claim was denied, the reasons for the denial, and that no other recourse is available to the Claimant within the claims process.