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NOV 24 2008

SD DEPT. OF LABOR
DIV. LABOR & MGMT.

SOUTH DAKOTA
EMPLOYEE DISPUTE INSTRUCTIONS

Under the SD MCP, employees have the right to dispute procedures. The following information highlights the dispute process with Coventry.

- Your employer will provide you with a copy of the Dispute Process. This documentation will be included with other instructions about the SD MCP.
- If you lose your copy of the dispute process or you have questions about the process, you may contact your employer or Coventry.
- Your employer has appointed Coventry to support the Dispute process. Please contact Coventry at the following address and numbers below:

Janet Adamson
Coventry
3200 Highland Ave.
Downers Grove, IL 60515
1-800-262-6122
Complaintsandgrievances@cvty.com

- Coventry will render a decision within 30 days unless we communicate an extension will be necessary.
- Coventry will send written notification of the outcome/resolution of a dispute to you and your employer within 7 days of the date of resolution.
- If Coventry is unable to render a determination on a dispute within the required timeframe, Coventry will:
 - Advise you that the process has been exhausted, and
 - Provide you with written notice of your right to file for a hearing. This petition must be filed within two years of the date of denial of benefits. The hearing process is a formal adversarial proceeding. Although it is not required, representation by an attorney is recommended.

The Division of Labor and Management may provide information, answer questions and assist persons on a limited basis. Because the division is the administrative agency that will hear and make a determination in any disputed cases, this office must remain impartial and cannot represent any party.

Further questions may be directed to the Division of Labor and Management at 605-773-3681. You may also write to the division at 700 Governors Drive, Pierre, South Dakota 57501.