

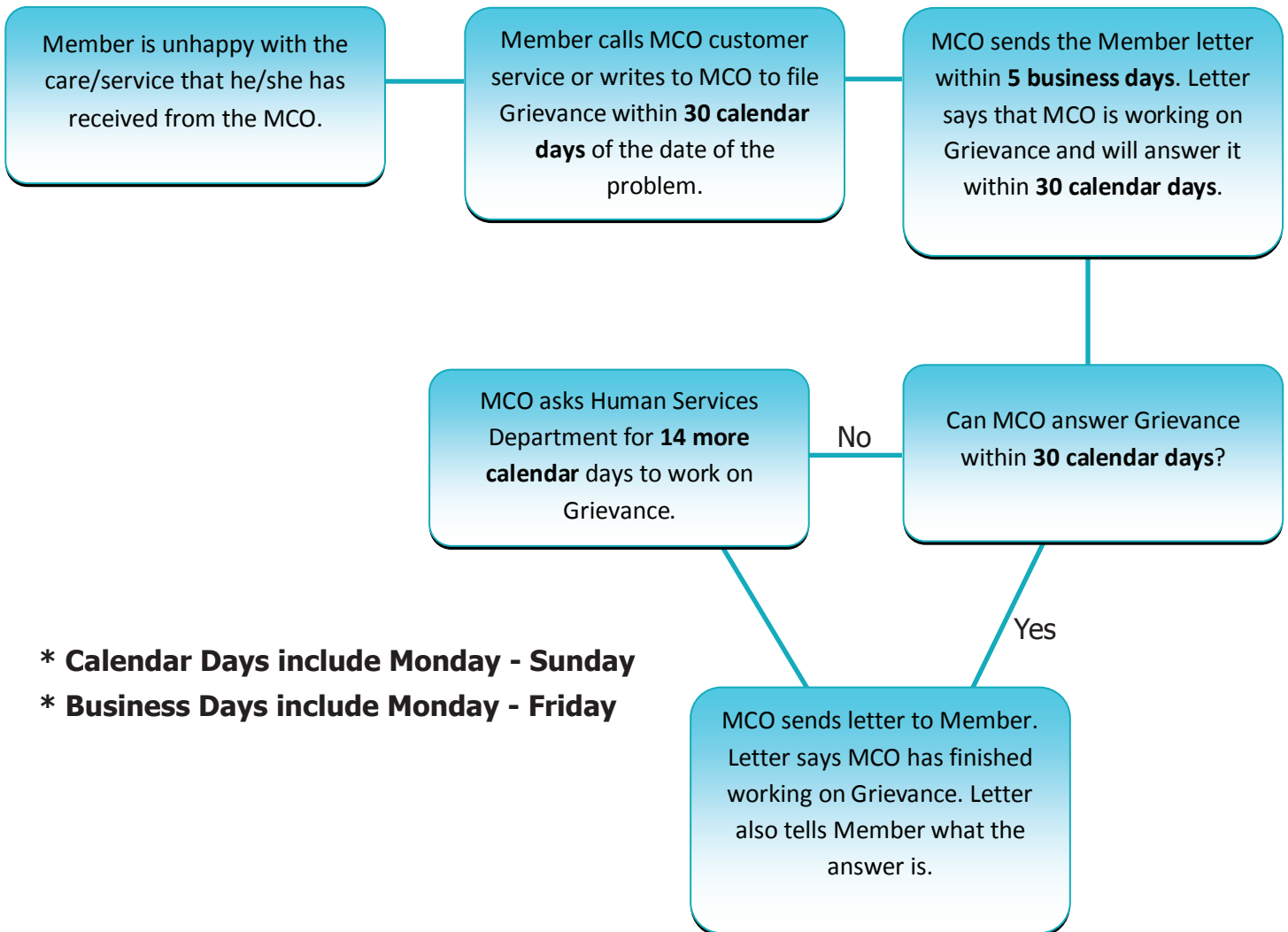


## Grievance Process

### What is a Grievance?

- A Member complaint about his or her care from the Managed Care Organization (MCO).
- An expression of dissatisfaction.
- Different than an Appeal.

### What should the Member do if he or she has a Grievance?



\* **Calendar Days include Monday - Sunday**

\* **Business Days include Monday - Friday**



**Grievance Process (continued)**

**Important things to know about the Grievance process**

- The MCO cannot tell anyone about the Member’s Grievance without his or her okay.
- The MCO will still provide care to the Member during and after the Grievance.
- The MCO will not punish the Member for filing a Grievance.
- The Member has the right to ask the MCO about his or her Grievance at any time.

**Timeline for the Grievance process**

<b>0 to 30 calendar days after Member has the problem</b>	<b>0 to 5 business days after Member files Grievance</b>	<b>0 to 44 calendar days after Member files Grievance</b>
Member calls or writes to MCO to file Grievance.	MCO mails Member a letter. Letter says MCO is working on Grievance and will answer it within <b>30 calendar days</b> .	MCO finishes working on Grievance. If MCO needs extra time, MCO asks Human Services Department (HSD) for <b>14 more calendar days</b> . MCO mails Member letter. Letter says MCO is finished with Grievance and what the answer is.

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\* **Business Days include Monday - Friday**

**Grievance process checklist for Members**

- Call the MCO’s customer service number with questions or for help to start the grievance process.
- You can also file your Grievance in writing or by email with the MCO.