

Managed Care Operations
Memorandum General Operations
MCOPS Memo # 05/2023-003

Date: May 9, 2023

Subject: Record Review of Managed Care Organizations' Complaint and Grievance Process and Procedure

To: Physical Health HealthChoices Managed Care Organizations (PH-MCOs) – Statewide

From: Gwendolyn Zander, Director, Bureau of Managed Care Operations, Office of Medical Assistance Programs

Purpose:

To notify PH-MCOs of the Department of Human Services' (the Department) intent to conduct yearly record reviews of Complaint and Grievance processes and procedures.

Background:

PH-MCOs are required to have Complaint and Grievance processes and procedures that comply with the HealthChoices Agreement. The Department conducts record reviews throughout each calendar year to monitor this process. During these reviews, the Department requires the PH-MCOs to provide requested records and all case related material for review (including audio files of recorded hearings). Additional reviews may be requested if further follow-up is warranted.

Discussion:

The Department will select at least one file from each category listed below throughout each calendar year. The PH-MCOs must provide the Department with complete records, spanning from initial member contact to resolution of the issue for each requested case (including audio files of recorded hearings).

- First Level Complaint (both clinical and non-clinical)
- Second Level Complaint (both clinical and non-clinical)
- Grievance
- Provider Requested Grievance
- Expedited Grievance (if available)

The Department will review the PH-MCO's procedures for registering, responding to, and resolving member Complaints and Grievances and confirm the timeliness and accuracy of Member Notices. Upon review completion, the Department will send the PH-MCO a written letter of completion citing its findings.

Next Steps:

Effective May 1, 2023, each PH-MCO will receive a record review request at least once per calendar year and should be prepared to supply all documentation requested within the Department's requested timeframe.

Obsolete:

The MC OPS Memo supersedes MCOPS Memo # 10/2018-020 as of May 9, 2023 and will be in effect until further notice.

Attachment:

N/A