

Managed Care Operations Memorandum
General Operations
MCOPS Memo # 12/2019-012

Date: December 16, 2019

Subject: Complaints, Grievances and Fair Hearing Templates GG (13)(16) and N (1)-(7) Update

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

From: Laurie Rock, Director, Bureau of Managed Care Operations, Office of Medical Assistance Programs

Purpose:

Notification to PH-MCOs of change or update to the Templates and quarterly monitoring expectations.

Background:

The Department has updated Templates GG (13)(16) and N (1)-(7).

Discussion:

Templates GG (13)(16) and N (1)-(7) have been updated to reflect language and formatting changes agreed upon by the Governor's Office of General Counsel, Department of Human Services and Pennsylvania Health Law Project to better service the member. Notices and forms are clear and concise without duplication of language as outlined in 2020 HealthChoices Physical Health Agreement Exhibit GG.

Templates GG (13)(16) and N (1)-(7) have been updated to reflect that the PH-MCO will notify the member ten (10) days before the day of a First Level Complaint or Grievance review, not seven (7) days as previously established. This change aligns with the expectations as outlined in 2020 HealthChoices Physical Health Agreement Exhibit GG.

Next Steps:

The 2020 Templates will be available on DocuShare at the following location:

Home>OMAP>Bureau Of Managed Care Operations>MCO Operations>024
Templates>Complaints, Grievances & Fair Hearings

<https://www.dpwds.state.pa.us/docushare/dsweb/View/Collection-29546>

PH-MCOs are required to implement the updated templates effective January 1, 2020.

Each PH-MCO will be expected to monitor their sub-contractors and vendors use of the new templates. Each PH-MCO will be expected to submit to DHS on a quarterly basis, a list of members from each, subcontractor and vendor that received an N (1)-(7), GG (13) or GG (16) notice. The Department will randomly select notices to be uploaded to DocuShare for review. This quarterly monitoring has been implemented to ensure the updated templates have been correctly implement and to provide early identification of incorrect notices sent to members.

Please direct questions to Deb Stephens, Office of Medical Assistance Programs, at (717) 772-6300.

Obsolete:

The MCOPS Memo remains in effect until it is superseded.

Attachment:

N/A