

TEMPLATE GG (17)

EXTERNAL GRIEVANCE REVIEW ACKNOWLEDGMENT LETTER

[Date Letter Mailed]

Member Name
Address
City, State Zip

Member ID: *****

Subject: Your Request for An External Review of **[Grievance issue]**

Dear **[Member Name]**:

[PH-MCO Name] received your request for an external review of your Grievance about **[identify subject of Grievance]** on **[date of receipt]**. **[PH-MCO Name]** has sent your request to the Pennsylvania Insurance Department.

The Pennsylvania Insurance Department, Bureau of Consumer Services, will send you more information about the external review process.

Sincerely,

[PH-MCO Name]

cc: **[Member Representative, if designated]**
[Provider, if provider filed the request for external review]

[NONDISCRIMINATION NOTICE/LEP/LANGUAGE ACCESS INFORMATION HERE]