

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM # 2022-01

SUBJECT: 2022 CHC Agreement Complaint, Grievance, Fair Hearing, and Denial Notices Template Revisions

TO: CHC Managed Care Organizations (MCOs)

FROM: Bureau of Policy Development and Communications Management

DATE: February 9, 2022

PURPOSE

Exhibit D – “Outpatient Drug (Pharmacy) Services,” Exhibit G – “Complaint, Grievance, and DHS Fair Hearing Processes,” and Exhibit V – “CHC-MCO Requirements for Provider Terminations” of the CHC Agreement require CHC-MCOs to use templates specified by the Department of Human Services (DHS) to notify a Participant when circumstances specified in the exhibits occur. This Operations Memorandum outlines the revisions made to those templates as part of the 2022 CHC Agreement.

PROCEDURES

Effective January 1, 2022, CHC-MCOs must use the revised templates that incorporate the following updates DHS has made to notification templates:

- Templates G (6), (9), (11), (12), (13), (14), and (17) reflect changes to the external review process shifting responsibilities from the Pennsylvania Department of Health to the Pennsylvania Insurance Department.
- Templates G (9), (12), (14), and (15) include clarification for the Participant that if they ask for both an external review and a fair hearing, they must ask for both the external review and the fair hearing within ten days from the date

on the notice. If they wait to ask for a Fair Hearing after they receive a decision of their external Complaint, services will not continue.

- Templates BBB (3), (4), and (5) were revised to change the title of the templates from Pharmacy Denial Notice to Drug Denial Notice.
- All templates were edited to include the effective date of the implementation of these revised templates, which is January 1, 2022.

Final versions of the templates are available at the following locations:

DocuShare- **“redacted due to internal information”**

[CHC Website-](#)

<https://www.dhs.pa.gov/HealthChoices/HC-Services/Pages/CHC-Supporting-Documents.aspx> (G templates only)

NEXT STEPS

1. Review this information with appropriate staff.
2. Contact the Bureau of Coordinated and Integrated Services if you have questions.