

Managed Care Operations Memorandum
General Operations
MCOPS Memo # 10/2018-020

Date: October 19, 2018

Subject: Desk and Onsite Record Reviews of Managed Care Organizations' Complaint and Grievance Process and Procedures

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

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

Purpose:

To notify all PH-MCOs of the Department of Human Services' (the Department) intent to conduct yearly record reviews of their complaint and grievance process and procedures.

Background:

All PH-MCOs must have complaint and grievance processes and procedures that comply with the HealthChoices Agreement. The Department will conduct both desk and onsite reviews throughout the year. The Department will require the PH-MCOs to provide requested records for review by staff knowledgeable in the requirements of the Complaint and Grievance process and procedures and familiar with Exhibit GG and be present for the onsite reviews.

Discussion:

From the PH-MCO OPS 4 report, Department staff will request at least three (3) records from the following: first level complaints, both clinical and non-clinical; second level complaints, both clinical and non-clinical; grievance; provider grievance; and expedited grievance if available for review. The Department will then select at least one file from each of the levels. The PH-MCOs must provide the Department with complete records, from initial member contact to resolution of the issue, of selected complaints or grievances.

The Department will review the PH-MCO's procedures for registering, responding to and resolving member Complaints and Grievances at all levels of the complaint and grievance process and confirm the timeliness and correctness of Member Notices as they pertain to

Complaints and Grievances. The Department will also continue to conduct reviews of the PH-MCO's Complaint and Grievance policies. The Department will give the PH-MCO a written letter of completion siting their findings. This process will be followed for both desk and onsite reviews. The PH-MCO will be sent a record request letter at least one month prior to the record review.

Next Steps:

Effective January 1, 2019 each PH-MCO will receive a records review request at least twice a year and should be prepared to supply all documentation requested.

Obsolete:

The MC OPS Memo supersedes MCOPS Memo #05/2018-008 as of January 1, 2019 and will be in effect until further notice.

Attachment:

N/A