

## What is a Grievance?

A grievance is what you file when you do not agree with Magellan's decision that a service that you or your provider asked for is not medically necessary. You can file a grievance if Magellan does one of these things:

- Denies a service
- Approves less than what you asked for, or
- Approves a different service from the one that was requested

## What should I do if I have a grievance?

If Magellan does not completely approve a service for you, we will tell you in a letter. The letter will tell you how to file a 1<sup>st</sup> Level Grievance. You have 45 days from the date you receive this letter to file a grievance.

If you have been receiving services that are being reduced, changed, or stopped, you must file your grievance that is hand-delivered or postmarked within 10 days of the date on the letter (notice) telling you that services you have been receiving are being reduced, changed or stopped, the services will continue until a decision is made.

To file a grievance, you can:

1. Call the Magellan member line at 1-866-238-2311 or (TTY) 1-866-238-2313 for Lehigh County members.

Or

2. Write down your grievance and send it to:

Magellan Behavioral Health  
1 West Broad Street  
Suite 210  
Bethlehem, PA 18018

Or

3. Your provider can file a grievance for you, if you give the provider your consent in writing.

NOTE: If your provider files a grievance for you, you cannot file a separate grievance on your own.

## **What happens after I file a first level grievance?**

Magellan will send you a letter to let you know that your grievance was received. The letter will tell you about the first level grievance process. You may ask Magellan to see any information they have about your grievance. You may also send any information that may help with your grievance to Magellan.

If you want to be included in the first level grievance review, you must call Magellan within 10 days of the date on the letter which let you know that your grievance was received. You can go to the Magellan office or be included by phone. You do not have to attend if you do not want to. If you do not attend, it will not affect the decision.

A committee of one or more Magellan staff, including a doctor or licensed psychologist who has not been involved in the decision you filed your grievance about, will make a decision about your first level grievance. Your grievance will be decided within 30 days after Magellan received it.

A letter will be mailed to you know more than 5 business days after Magellan makes a decision about your grievance. The letter will tell you the decision for the grievance. The letter will also instruct you how to file a second level grievance if you do not like the first level grievance decision.

## **What do I do if I do not like the decision?**

If you do not agree with the first level grievance decision, you may file a second level grievance with Magellan.

## **When should I file a second level grievance?**

You must file your second level grievance within 45 days of the date you get the first level grievance decision letter.

If you have been receiving services that are being reduced, changed, or stopped, you must file your grievance that is hand-delivered or postmarked within 10 days of the date on the letter (notice) telling you that services you have been receiving are being reduced, changed or stopped, the services will continue until a decision is made.

To file a second level grievance, you can:

1. Call the Magellan member line at 1-866-238-2311 or (TTY) 1-866238-2313 for Lehigh County members.

Or

2. Write down your grievance and send it to:

Magellan Behavioral Health  
1 West Broad Street  
Suite 210  
Bethlehem, PA 18018

Or

3. Your provider can file a grievance for you, if you give the provider your consent in writing.

NOTE: If your provider files a grievance for you, you cannot file a separate grievance on your own.

## **What happens after I file a second level grievance?**

Lehigh County HealthChoices will send you a letter to let you know that your grievance was received. The letter will tell you about the second level grievance process. You may ask Magellan to see any information we have about your grievance. You may also send any information that may help in your grievance to Magellan.

You can come to a meeting of the second level grievance committee or be included by phone. Lehigh County HealthChoices will conduct the second level grievance hearing. You will be notified in writing once the date, time, and place have been scheduled. You do not have to attend if you do not want to. If you do not attend, it will not affect the decision.

The second level grievance review committee will consist of a representative from the Lehigh County HealthChoices System, a licensed psychiatrist or psychologist, and either a HealthChoices member or the parent of a member who has received services. The members of the committee won't have been involved in the first level grievance review or decision. The committee will make a decision no more than 30 days from the date Magellan received your second level grievance. A letter will be mailed to you within 5 business days after the committee makes its decision. The letter will tell you the reason for the decision. The letter will also tell you how to ask for an external grievance review if you do not agree with the second level decision.

## **What is I still don't like the decision?**

If you do not agree with the second level grievance decision, you can ask for an External Grievance Review. You must call or send a letter to Magellan asking for an external grievance review within 15 days of the date you received the second level grievance decision letter. You can use the same address and phone number you used to file your grievances to file the external Grievance Review. Magellan will send your request to the PA Department of Health.

If you have been receiving services that are being reduced, changed, or stopped, you must file your grievance that is hand-delivered or postmarked within 10 days of the date on the letter (notice) telling you that services you have been receiving are being reduced, changed or stopped, the services will continue until a decision is made.

The Department of Health will notify you of the external grievance reviewer's name, address, and phone number. You will also be given information about the external grievance review process.

Magellan will send your grievance file to the reviewer. You may provide the reviewer additional information that may help with the external review of your grievance, within 15 days of filing the request for an external grievance review.

You will receive a decision letter within 60 days of the date you asked for an external grievance review. This letter will tell you the reason(s) for the decision and what you can do if you do not agree with the decision.

**If at time, you have questions regarding this process, please contact the Lehigh County Member Line at 1-866-238-3211 or (TTY) 1-866-283-2313.**