

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM # 2023-01

SUBJECT: 2023 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: January 10, 2023

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 2023 CHC Agreement.

PROCEDURES

Effective January 1, 2023, CHC-MCOs must use the revised templates that incorporate the following updates DHS has made to notification templates:

- Templates N (1), (2), (3), (4), (5), and (6) include clarification for the Participant that if they disagree with the decision rendered by the CHC-MCO as a result of the internal Complaint or Grievance process they can ask for an external review or a Fair Hearing, or both.
- Templates BBB (3), (4), and (5) were revised to provide that the notice must include the specific reason for the denial by reference to the Department approved medical necessity guidelines, rules, or protocols. If additional

information is required to approve the request, the specific documentation needed must be listed in the notice of decision.

- All templates were edited to include the effective date of the implementation of these revised templates, which is January 1, 2023.

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

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

NEXT STEPS

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