

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM #2024 - 01

SUBJECT: 2024 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 4, 2024

PURPOSE

Exhibit D – “Drug 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 2024 CHC Agreement.

PROCEDURES

Effective January 1, 2024, CHC-MCOs must use the revised templates that incorporate the following updates DHS has made to notification templates:

- Templates BBB (3), (4), (5), and C (4) were revised to include the option of filing a Complaint or Grievance electronically (via secured email or secure web portal, if available) and to change the timeframe for submission to have services continue from 10 days to 15 days from the date of the notice.
- Templates CHC G (9), (12), (14), and (15) were revised to change the timeframe to request an external review, a fair hearing, or both, and have services continue, from 10 days to 15 days from the date of the notice and to add fax and email as ways to request a fair hearing.
- Templates N (1), (2), (3), (4), (5), and (6) were revised to change the timeframe to file a Complaint or Grievance and have services continue from 10 days to 15 days from the date of the notice.

- Template N (7)(b) was revised to change the title of the template to HCBS Waiver Home or Vehicle Modifications, Pest Eradication or Assistive Technology Request for Additional Information Letter. Additionally, 'calendar days' was replaced by 'business days.'
- All templates were edited to include the effective date of the implementation of these revised templates, which is January 1, 2024.

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.