

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM # 2024 - 04

SUBJECT: **REVISED** - 2024 CHC Agreement Complaint, Grievance, Fair Hearing, and Denial Notices Template Revisions Effective April 1, 2024

TO: CHC Managed Care Organizations (MCOs)

FROM: Bureau of Policy Development and Communications Management

DATE: August 2, 2024

PURPOSE

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. On January 4, 2024, DHS issued Operations Memorandum #2024-01 announcing revisions to the 2024 CHC Agreement complaint, grievance, fair hearing, and denial notices templates effective January 1, 2024. This Operations Memorandum outlines additional template revisions effective April 1, 2024.

PROCEDURES

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

1. Templates CHC G (1), (9), (12), (14), and (15) were revised to add an email address for requests for a Fair Hearing. Also, a statement was added reminding Participants to not include any personal information in the email unless it is encrypted because email is not secure.
2. Templates CHC G (6), (11), and (13) were revised to update the Pennsylvania Insurance Department website link.
3. All templates were edited to include the effective date of the implementation of these revised templates, which is April 1, 2024.

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

NEXT STEPS

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