

COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM # 2025 - 01

SUBJECT: 2025 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 3, 2025

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 2025 CHC Agreement.

PROCEDURES

Effective January 1, 2025, CHC-MCOs must use the revised templates that incorporate the following updates DHS has made to notification templates:

- Templates CHC G (12) was revised to provide the mailing address for the Pennsylvania Insurance Department to file for an expedited external review.
- All templates were edited to include the effective date of the implementation of these revised templates, which is January 1, 2025.

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 at if you have questions.