

Managed Care Operations Memorandum
General Operations
MCOPS Memo # 02/2021-003

Date: February 22, 2021

Subject: Increased Timeframe for Continuation of Services

To: All Physical Health (PH), Behavioral Health (BH) and Community HealthChoices (CHC) Managed Care Organizations (MCOs) – Statewide

From: Laurie Rock, Director, Bureau of Managed Care Operations, Office of Medical Assistance Programs

Kristen Houser, Deputy Secretary, Office of Mental Health and Substance Abuse Services

Jamie Buchenauer, Deputy Secretary, Office of Long-Term Living

Purpose:

To inform MCOs that due to reports of delays in mail service as a result of the COVID-19 pandemic, until further notice MCOs may continue previously authorized services if a Complaint, Grievance or Fair Hearing request is submitted within fifteen (15) calendar days from the mail date on the written notice of decision.

Background:

When a decision is made to discontinue, reduce, or change a service or item that a Member or Participant has been receiving, the Member or Participant is afforded the right to file a Complaint or Grievance and after resolution of the Complaint or Grievance, a request for Fair Hearing. In accordance with the "Complaint, Grievance, and DHS Fair Hearing Processes" outlined in Exhibit G of the CHC Agreement, Exhibit GG of the HealthChoices Agreement, and Appendix H of the Behavioral Health HealthChoices Program Standards and Requirements, if a Member or Participant files a Complaint, Grievance or request for Fair Hearing within ten (10) calendar days from the mail date on the written notice of decision, the Member or Participant must continue to receive the disputed service or item at the previously authorized level pending resolution of the Complaint, Grievance, or Fair Hearing.

Discussion:

MCOs may continue previously authorized services if a Complaint, Grievance or Fair Hearing request is submitted within fifteen (15) calendar days from the mail date on the written notice of decision to ensure that mail service delays do not inhibit a Member's or Participant's ability to receive previously authorized services until the resolution of the Complaint, Grievance, or Fair Hearing when the Member or Participant has attempted to file their dispute in timely manner. This recommendation applies regardless of whether the Complaint, Grievance or request for Fair Hearing is filed in person, verbally or by mail.

Next Steps:

N/A

Obsolete:

This MC OPS Memo will remain in effect until further notice

Attachment:

N/A