

**Managed Care Operations Memorandum
General Operations
MCOPS Memo # 04/2019-007**

Date: April 12, 2019

Subject: 2019 HealthChoices Physical Health Agreement

To: Physical Health HealthChoices Managed Care Organizations (PH-MCOs) –
Statewide

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

Purpose:

Notification to PH-MCOs of change or update to the Templates GG.

Background:

The Department has updated Templates GG (13) and GG (16).

Discussion:

Templates GG (13) and GG (16) have been updated to reflect that the MCO will notify the member seven (7) days before the day of the Grievance review and not 15 as previously established. This change aligns with the expectations as outlined in 2019 HealthChoices Physical Health Agreement Exhibit GG.

“**[PH-MCO Name]** will tell you the location, date, and time of the Grievance review at least seven **(7) days** before the day of the Grievance review.”

Next Steps:

Each MCO will comply with the monitoring plan submitted via email from DHS and upload their documents as requested to Docushare within the timeframes outlined.

MCO usage of the updated templates effective May 15, 2019.

Please direct questions to Deb Stephens, Office of Medical Assistance Programs, at (717) 772-6300.

Obsolete:

The MC OPS Memo remains in effect until it is superseded.

Attachment:

N/A