



GRIEVANCES AND APPEALS

You may not always be happy with Missouri Care. We want to hear from you. Missouri Care has people who can help you. Missouri Care cannot take your benefits away because you make a grievance, appeal or ask for a State Fair Hearing.

There are two (2) ways to tell Missouri Care about a problem:

GRIEVANCE or APPEAL

A Grievance is a way for you to show dissatisfaction about things like:

- The quality or care of services you received;
- The way you were treated by a provider, or
- A disagreement you may have with a Missouri Care policy.

An Appeal is a way for you to ask for a review when Missouri Care:

Takes action to:

- Deny or give a limited approval of a requested service;
- Deny, reduce, suspend or end a service already approved; or
- Deny payment for a service;

Or fails to:

- Act within required time frames for getting a service;
- Make a grievance decision within thirty (30) days of receipt of request;
- Make an expedited decision within three (3) days of receipt of request;
- Make an appeal decision within forty-five (45) days of receipt of request.

Missouri Care must give you a written Notice of Action if any of these actions happen. The Notice of Action will tell you what we did and why and give you your rights to appeal or ask for a State Fair Hearing.

You have some special rights when making a grievance or appeal:

1. A qualified clinical professional will look at medical grievances or appeals.
2. If you do not speak or understand English, call **1-800-322-6027** to get help from someone who speaks your language.
3. You may ask anyone such as a family member, your minister, a friend or an attorney to help you make a grievance or an appeal.
4. If your physical or mental health is in danger, a review will be done within 3 working days or sooner. This is called an expedited review. Call Missouri Care and tell Missouri Care if you think you need an expedited review.
5. Missouri Care may take up to fourteen (14) days longer to decide if you request the change of time or if we think it is in your best interest. If Missouri Care changes the time we must tell you in writing the reason for the delay.
6. If you have been getting medical care and Missouri Care reduces, suspends or ends the service, you can appeal. In order for medical care not to stop while you appeal the decision you must appeal within 10 days from the date the notice of action was mailed and tell us not to stop the service while you appeal. If you do not win your appeal, you may have to pay for the medical care you got during this time.
7. You may request enrollment in another MO HealthNet Managed Care health plan if the issue cannot be resolved.

HOW TO MAKE A GRIEVANCE OR APPEAL OR ASK FOR A STATE FAIR HEARING:

1. Grievance – You may file a grievance on the telephone, in person or in writing. Call Missouri Care at **1-800-322-6027** to file a grievance.
 - Missouri Care will write you within 10 days and let you know we got your grievance.
 - Missouri Care must give written notice of a decision within 30 days.
2. Appeal – You may file an appeal orally or in writing to Missouri Care. Unless you need an expedited review, you must complete a written request even if you filed orally.
 - You must appeal within 90 days from the date of our Notice of Action.
 - For help on how to make an appeal, call Missouri Care at **1-800-322-6027**.
 - Send your written appeal to:

Missouri Care Health Plan
2404 Forum Blvd
Columbia, MO 65203

- Missouri Care must write you within 10 days and let you know we got your appeal.
 - Missouri Care must give written notice of a decision within 45 days unless it is an expedited review.
3. State Fair Hearing – You have the right to ask for a State Fair Hearing when Missouri Care takes an action or when your appeal is not decided in your favor. You may ask for a State Fair Hearing orally or in writing. Unless you need an expedited review, you must complete a written request even if you asked orally.
 - You must ask for a State Fair Hearing within 90 days from the date of Missouri Care’s written Notice of Action or Appeal Decision Letter.
 - For help on how to ask for a State Fair Hearing, call the MO HealthNet Division at 1-800-392-2161.
 - If you do not speak or understand English, call 1-800-392-2161 to get help from someone who speaks your language.
 - You can send your written request to Participant Services Unit, MO HealthNet Division, P.O. Box 6500, Jefferson City, MO 65102-6500.
 - You will be sent a form to complete. Once you send the form back, a date will be set for your hearing.
 - You may ask anyone such as a family member, your minister, a friend or an attorney to help you with a State Fair Hearing.
 - A decision will be made within 90 days from the date you asked for a hearing.
 - If your physical or mental health is in danger, a decision will be made within 3 working days. This is called an expedited hearing. Call 1-800-392-2161 if you think you need an expedited hearing.
 - If you have been getting medical care and Missouri Care reduces, suspends or ends the service, you can ask for a State Fair Hearing. In order for medical care not to stop you must ask for a State Fair Hearing within 10 days of the date the written notice of action was mailed and tell us not to stop the service while you appeal. If you do not win you may have to pay for the medical care you got during this time.

So no habla ingles llame al 1-800-322-6027 para solitiar asistencia. Podemos si no hable o no comprenda ingles.

If you need this information in a different format, for example, larger print, please call us at 1-800-322-6027 for help.