

**Where children belong.**



## Complaints & Grievances

**UPMC *for Kids***<sup>™</sup>

A Product of UPMC Health Plan



Your comments are important to us. We continually work to improve the quality of the care and service that your child receives as a member of UPMC *for Kids*. If, at any point, you are not satisfied with responses from UPMC *for Kids* or the services that your child received, you may ask to file a complaint or grievance. A description of what these are and how you can file them follows.

## A. Complaint

A complaint is when you are unhappy with UPMC *for Kids* or a provider. Examples of complaints are:

- ▶ You are unhappy with the care your provider is giving your child.
- ▶ You are unhappy with the service your child is receiving from a UPMC *for Kids* provider.
- ▶ You are unhappy that a service is not included as a CHIP benefit.
- ▶ You are unhappy with how a bill was paid.

If you would like to file a complaint, you can call our Member Advocates at 1-800-650-8762. We can take the information over the phone, or you can send a complaint to:

UPMC *for Kids*  
Complaint and Grievance Department  
P.O. Box 2939  
Pittsburgh, PA 15230-2939

You must file your complaint within 180 days of when the event happened or from the date of the Explanation of Benefits (EOB). You can ask that UPMC *for Kids* make available a UPMC Health Plan employee to help you file or prepare your complaint at no charge to you. This employee will not have been involved with the issue or the decision-making related to your complaint. You also can have a representative that you choose help you with the process. You will need to let UPMC *for Kids* know the name of your representative.

There are two levels to the UPMC *for Kids* complaint process. If you are still unhappy with our response, you can ask to have our response reviewed by another agency. This is how the complaint process works:

### UPMC *for Kids* – First Level Complaint

- Step 1 When we receive your complaint, we will send you a letter saying we received your complaint.
- Step 2 Our First Level Complaint Review Committee will review and investigate your complaint. No one who was involved in making the decision related to the issue will be involved. We will make our decision within 30 days.
- Step 3 We will send you a letter telling you of our decision within 5 business days after the decision is made. This decision is final unless you request a Second Level Review. The letter will tell you how to file a Second Level Complaint.



## UPMC *for Kids* – **Second Level Complaint**

- Step 1** If you want to file a Second Level Complaint, you must contact UPMC *for Kids* as described in your First Level Review response letter. You must contact us within 60 days of when you received the First Level Complaint decision letter.
- Step 2** When we receive your request for a Second Level Complaint Review, we will send you a letter saying we received the complaint. The letter will give you information that you and a representative, if you want one, can appear before the Second Level Complaint Review Committee or take part by phone. We will also give you and a representative 15 days advance notice of the date and time for the review meeting.
- Step 3** Our Second Level Complaint Review Committee will review and investigate your complaint. The Committee will be made up of three or more people who did not participate in the First Level Review. The Second Level Complaint Committee will complete its review and base its decision only on the materials and testimony presented at the review. We will send you a letter telling you the date and time of the meeting. The meeting will be within 30 days from the date we receive your request.
- Step 4** We will send you a letter telling you of the Second Level Complaint Committee's decision within 5 business days after the decision is made.

## UPMC *for Kids* – **External Complaint Review**

- Step 1** If you want to file an appeal for an External Complaint Review, you have 15 days from the date you received the decision from the Second Level Complaint Committee. You must send your request in writing. The information on how to do this will be in the Second Level Complaint response letter you received.

You must go through the UPMC *for Kids* First and Second Level Reviews before you can ask for an External Review.

- Step 2** The state agency that will handle your external complaint will send you information on the results of the External Review.

## B. Grievance

A grievance is different from a complaint. A grievance is a request on the part of a member, a member's representative, or a health care provider (with written member consent) to have UPMC *for Kids* reconsider a decision that concerns the medical necessity and appropriateness of a health care service. You must file your grievance within 180 days of the initial decision notice sent by UPMC *for Kids*.

A grievance may be filed when the initial UPMC *for Kids* decision was to:

- ▶ Fully or partially deny payment
- ▶ Approve the requested health care service at a lesser level or for a period of time that was different than requested
- ▶ Not approve payment of the requested service but to approve payment for a different health care service

If you would like to file a grievance, you can call our Member Advocates at 1-800-650-8762. We can take the information over the phone, or you can send a grievance to:

UPMC *for Kids*  
Complaint and Grievance Department  
P.O. Box 2939  
Pittsburgh, PA 15230-2939

Your health care provider may file a grievance on your behalf but must do so with your written consent. If you want the provider to do this for you, please note:

- ▶ The provider may request your consent (in writing) at the time of treatment or service. The provider cannot make you sign this as a condition of providing that care.
- ▶ Once you give a provider your consent, the provider has 10 days from the receipt of the UPMC *for Kids* denial to file a grievance. The provider needs to inform you only if he or she decides not to file the grievance.
- ▶ Your consent is not valid if the health care provider does not file a grievance or does not continue the grievance through the Second Level process.
- ▶ If you wish to file a grievance, but have already given your provider written consent, you must send the provider a letter saying you don't want the provider to do this for you. You must do this before you can file the grievance yourself.
- ▶ You and your provider cannot each file a separate grievance for the same denied treatment or service.

UPMC *for Kids* providers have been given information on this process and have copies of the consent forms.

Like the complaint process, the grievance process also has two levels. If you are still unhappy with our response, you can ask to have our response reviewed by another agency. This is how the grievance process works:



## UPMC *for Kids* – First Level Grievance Process

- Step 1** When we receive your request to file a grievance, we will send you and your representative, if you have one, and the health care provider, if the provider filed the grievance with your consent, a letter saying we received the grievance.
- Step 2** Our First Level Grievance Review Committee will review and investigate your grievance. No one who was involved in denying the payment for the service will be on the Committee. The Committee will involve input from a licensed physician or, where applicable, a licensed psychologist with experience in the same specialty or a specialty similar to the one that typically manages or consults on the health care service stated in your grievance. We will make our decision within 30 days.
- Step 3** We will send you a letter telling you of our decision within 5 business days after the decision is made. This decision is final unless you request a Second Level Review. The letter will tell you how to file a Second Level Grievance.

## UPMC *for Kids* – Second Level Grievance Process

- Step 1** If you want to file a Second Level Grievance, you must contact UPMC *for Kids* as described in your First Level Grievance response letter. You must contact us within 60 days of when you received the First Level Grievance decision letter.
- Step 2** When we receive your request for a Second Level Grievance Review, we will send you a letter saying we received the grievance. The letter will give you information that you, a representative if you have one, and your health care provider, if the provider filed the grievance with your written consent, can appear before the Second Level Grievance Committee or take part by phone. We will also give you, your representative, and the health care provider 15 days advance notice of the date and time of the review.
- Step 3** Our Second Level Grievance Committee will review and investigate your grievance. The Second Level Committee will be made up of three or more people who did not previously participate in any decision to deny payment for the service. One of the members of the Second Level Grievance Committee will be either a licensed physician or an approved licensed psychologist.
- We will send you a letter telling you the date and time of the meeting. The meeting will be within 30 days.
- The Second Level Grievance Committee will complete its review and base its decision only on the materials and testimony presented at the review.
- Step 4** We will send a letter telling you, your representative if you have one, and your health care provider, if the provider filed with your written consent, of the Second Level Grievance Committee's decision within 5 business days after the decision was made.

## UPMC *for Kids* – External Grievance Review

- Step 1** If you want to file an appeal for an External Grievance Review, you have 15 days from the date you received the decision from the Second Level Grievance Committee. You must send your request in writing. The information on how to do this will be in the letter you received.
- Step 2** UPMC *for Kids* will send your external grievance request to the independent external reviewer assigned by the Pennsylvania Department of Health. You will be notified within two business days of the assignment of the Utilization Review Entity. You may send additional information that helps with the grievance to the external grievance reviewer and UPMC *for Kids*. You will receive a letter from the external grievance reviewer with a decision within 60 days of filing the external grievance request.

### C. Expedited Grievance Process

If you feel that the health condition of your child is at immediate risk, you can file an expedited internal grievance. The expedited review process follows all requirements of the Second Level Grievance Review, with shortened time frames because you feel that your child's health is at immediate risk.

- Step 1** If you want to request an expedited grievance, you may contact our UPMC *for Kids* Member Advocates at 1-800-650-8762 or send a written request. For expedited grievances, our staff is available 24 hours a day. You will need the doctor to provide a certificate in writing that your child's health would be jeopardized by the normal grievance process.
- Step 2** The grievance will be reviewed within 48 hours. The review will be done by the Second Level Grievance Committee, which will be made up of three or more people who did not previously participate in any decision to deny payment for the service. One of the members of the Second Level Grievance Committee will be a licensed physician. The Second Level Grievance Committee will complete its review and base its decision only on the materials and testimony presented at the review. You will receive a letter from UPMC *for Kids* with the decision.
- Step 3** You have two business days from the receipt of the Expedited Internal Review decision to contact UPMC *for Kids* with a request for an Expedited External Review. Like the External Grievance Review process described above, a certified Utilization Review Entity will conduct the External Grievance Review. The Utilization Review Entity has two business days to make a decision.





Pennsylvania's Children's  
Health Insurance Program

**We Cover All Kids.**

*Commonwealth of Pennsylvania*

[www.chipcoverspakids.com](http://www.chipcoverspakids.com)

## UPMC *for Kids*™

A Product of UPMC Health Plan

One Chatham Center  
112 Washington Place  
Pittsburgh, PA 15219

[www.upmchealthplan.com/upmcforkids](http://www.upmchealthplan.com/upmcforkids)

**This managed care plan may not cover all your health care expenses. Read all UPMC *for Kids* materials carefully to determine which health care services are covered.**

UPMC *for Kids* Member Advocates: **1-800-650-8762**  
TTY Services: **1-800-361-2629**