

COMPLAINT PROCESS

The complaint process is a tool to voice your concern(s) about the care you, or someone you know, receives. The guide below is a step-by-step explanation of how to use it.

Your provider is _____.

Your provider network organization (PNO) is _____.

You are not happy with your **qualified service provider**. What can you do?



Submit a complaint with your **provider** or call **Magellan** at 1-800-564-5465.



Are you satisfied with the response to your complaint? → Yes 😊
No, continue reading.



Contact your **provider network organization** and explain your complaint or call **Magellan**.
Refer to your *informational handbook* for PNO contact info.



Are you satisfied with the response to your complaint? → Yes 😊
No, continue reading.



Contact **Magellan**, explain your complaint.
We will work with all parties.

More detailed information can be found in the informational handbook or online at www.MagellanofAZ.com.



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