

# COMPLAINTS

## HOW TO FILE A COMPLAINT, GRIEVANCE AND APPEAL



Magellan Health Services of Arizona is the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Arizona Health Care Cost Containment System (AHCCCS).

More information about complaints, grievance and appeals are in your Member Handbook. You can get a copy of the handbook anytime at: [www.MagellanAZ.com](http://www.MagellanAZ.com) or call Magellan at (800) 564-5465; TTY at (800) 424-9831 to request a hard copy. The Member Handbook helps you better understand what services are available to you and your family members, and how to get those services. If you have any questions about the Handbook call Magellan at (800) 564-5465 or TTY (800) 424-9831.

A formal complaint is when you are unhappy with any aspect of your care. Reasons for complaints could include such things as:

- The quality of care or services you got,
- A disagreement with the denial to process an appeal as expedited,
- The failure of a provider to respect a person's rights, or
- A provider or employee of a provider being rude to you.

**If you are unhappy with the care you are getting, try to solve any issues by talking with your provider or Magellan Health Services of Arizona.**



If you are unhappy with your provider's response to your inquiry.

### What can you do?



Submit a complaint to your provider:

Your provider is

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Phone number

( ) -



Are you happy with your provider's response to your complaint?

**No**

**Yes**



Contact your provider network organization (PNO) and explain your complaint.

Your PNO is

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Phone number

( ) -



Are you satisfied with this response to your complaint?

**No**

**Yes**



You can contact Magellan Member Services at (800) 564-5465; TTY at (800) 424-9831 and explain your complaint at anytime. We will work with all parties to find a resolution.

Conflict and disagreements are normal and can happen to all of us. Magellan encourages you to resolve your issue with your provider first. If you find the issue cannot be resolved with your provider, we can help.

## APPEALS

### What is an Appeal?

An appeal is a formal request to review an action or decision related to your behavioral health services. There are three types of appeals depending on what is being appealed and who is filing the appeal:

- Appeals for Title 19/21 AHCCCS eligible persons,
- Appeals for persons determined to have a Serious Mental Illness, and
- Appeals for persons who are not enrolled as a person with Serious Mental Illness and are Non-Title 19/21 eligible.

### Who can file an appeal?

- You can file an appeal, or
- Your legal or authorized representative, including a provider, can file an appeal for you with your written permission.
- You can also get help with filing an appeal by yourself. Contact Magellan Health Services of Arizona at (800) 564-5465 or TTY (800) 424-9831 to get help filing your appeal.

### What is the time limit for filing an appeal?

Appeals must be filed within 60 days of receiving a notice of action, notice of decision and right to appeal.

### How do I file an appeal?

Appeals can be filed orally or in writing to Magellan Health Services of Arizona. To file an appeal orally, please call Magellan Member Services at (800) 564-5465 or our TTY number at (800) 424-9831. To file a written appeal, mail the appeal to:

Magellan Health Services of Arizona  
P.O. Box 68110  
Phoenix, AZ 85082-8110

### What happens next?

You will get written notice that your appeal was received within five working days. There are three ways an appeal may be resolved. The resolution depends on a person's eligibility.

#### For persons Title 19/21 AHCCCS eligible:

Magellan will give you a decision, called a Notice of Appeal Resolution, in person or by certified mail within 30 days of getting your appeal for standard appeals, or within three working days for expedited appeals. The Notice of Appeal Resolution is a written letter that tells you the results of your appeal.

#### For person determined to have Serious Mental Illness:

If you file an appeal, you will get written notice that your appeal was received within five working days of Magellan Health Services of Arizona's receipt. You will have an informal conference with Magellan Health Services of Arizona within seven working days of filing the appeal.

#### For persons who are not determined to have a Serious Mental Illness and are Non-Title 19/21 eligible:

Magellan will give you a Notice of Appeal Resolution in person or by certified mail within 30 days of getting your appeal. The Notice of Appeal Resolution is a written letter that tells you the results of your appeal.



The grievance process applies only to adults who have been determined to have a serious mental illness (SMI). If you have not been determined SMI and have a concern, please see the complaints section in this document.

### What is a Grievance?

A grievance is for persons determined to have serious mental illness when they feel their rights have been violated. You can file a grievance if you feel:

- Your rights have been violated
- You have been abused or mistreated by staff or provider; or
- You have been subjected to a dangerous, illegal or inhumane treatment environment.

### Who can file a grievance?

Anyone determined to have a serious mental illness can file a grievance.

### What is the time limit for filing a grievance?

You have 12 months from the time that the rights violation happened to file a Grievance/Request for investigation.

### How do I file a grievance?

You may file a grievance orally or in writing. Grievance forms are available at Magellan Health Services of Arizona and providers of behavioral health services. To file a grievance orally, please contact Magellan Member Services at (800) 564-5465 or our TTY number at (800) 424-9831. To file a written grievance, mail the grievance to:

Magellan Health Services of Arizona  
P.O. Box 68110  
Phoenix, AZ 85082-8110

### What happens after I file a grievance?

Magellan Health Services of Arizona will send you a letter within five days of getting your grievance form. This letter will tell you how your grievance will be handled.