

MCO Letterhead

Date

Member name

Address 1

Address 2

City, State Zip

Dear (insert name),

[Family Care or Family Care Partnership or PACE] Changes on January 1, 2019

Starting January 1, 2019, changes in federal law will extend the length of time it takes to process appeals and grievances. These changes will give you more time to file an appeal or grievance with [MCO] and gives [MCO] and the Wisconsin Department of Health Services (DHS) more time to make their decisions.

New Appeal Timelines Starting January 1, 2019

An appeal is a request for a review of an adverse benefit decision made by [MCO]. For example, you could file an appeal if [MCO] decides to reduce or end a service you are receiving. For more information about how to file an appeal with [MCO], see your [member handbook or evidence of coverage].

Below are the new timelines for appeals.

You have 60 days to file an appeal

If you want to appeal an adverse benefit determination, the amount of time you have to request the appeal has been extended from 45 calendar days to 60 calendar days from the date you receive notice of an adverse benefit determination.

[MCO] has 30 days to make a decision

The amount of time we have to make a decision on your appeal has increased from 20 business days to 30 calendar days.

[MCO] can extend its decision timeline by 14 days, if necessary

The amount of time we can extend our decision date on your appeal has increased from 10 extra business days to 14 extra calendar days. We can take this extra time to make a decision if both of the following apply:

- We need more information to make a decision on your appeal.
- The delay is in your interest.

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New Grievance Timelines Starting January 1, 2019

A grievance is any complaint you have about [MCO] that isn't an adverse benefit determination. For example, you can file a grievance if you are unhappy with the quality of your care or if your personal care provider arrives late. For more information about how to file a grievance with [MCO] or DHS, see your [member handbook or evidence of coverage].

Below are the new timelines for grievances.

[MCO] has 90 days to make a decision
The amount of time we have to make a decision on your grievance has increased from 20 business days to 90 calendar days.
DHS has 30 days to make a decision
The amount of time DHS has to make a decision on your grievance has increased from 20 business days to 30 calendar days.

If you have any questions or concerns about these changes, please contact [insert MCO contact].

Sincerely,

[name, title]