

Participant's Guide to the Grievance and Appeal Process

Complaints and Problems:

Your satisfaction is important to us! If you have a problem with HealthPAC, you have the right to make a complaint. This is also called filing an appeal or a grievance. An appeal is when you ask for review of an "action." Actions are:

- A denial, termination or reduction of eligibility for HealthPAC
- A denial or limited authorization of a requested service
- A reduction, suspension, or termination of a previously authorized service
- A failure to provide services in a timely manner
- A failure of HealthPAC or the State to act within the timeframes for grievances and appeals

Anything other than an appeal is usually called a grievance.

If you are successfully enrolled in the program, you will get a HealthPAC Participant Handbook and a HealthPAC ID card. If you apply for HealthPAC and are denied, you will be sent a notice. If you would like to appeal a denial, termination or reduction of eligibility for HealthPAC, or have a problem with your health care services or benefits, you can call **HealthPAC Customer Service: 1-877-879-9633**. We want to help you.

If you have a grievance or appeal, you may file it by phone or by filling out a grievance form. You can contact us at 1-877-879-9633. Callers who are deaf or hard of hearing may use the California Relay Service by dialing 7-1-1. You can also send a letter that describes your complaint to:

Fax: (510) 747-4522

or

**Attn: HealthPAC Grievances & Appeals
Alameda County Health Care Services Agency
1000 San Leandro Blvd, Suite 300
San Leandro, CA 94577**

You will be treated with respect during the HealthPAC grievance and appeal process. You have the right to give your views or propose a solution. You may speak for yourself or have someone else speak for you. You may ask to look at our records in connection with your grievance or appeal.

Timeframes:

If you are enrolled in HealthPAC, you will be mailed a notice at least 10 calendar days before a termination or reduction in service.

If you have a problem, you must file a grievance with HealthPAC within 60 calendar days of the event giving rise to the grievance. You must file an appeal of an action within 60 calendar days of the date of the Notice of Action.

HealthPAC Customer Service will review your grievance or appeal and send you a response within **45 calendar days**. If you think that waiting 45 days will harm your health, be sure to say why when you file your grievance. Then you might be able to get an answer within **3 working days**.

Continuation of Benefits:

If you submit an appeal or grievance, your benefits will continue until one of the following:

- You withdraw the appeal.
- Ten calendar days pass after a Notice of Resolution that denies your appeal is sent to you, unless you ask for a State Fair Hearing with continued benefits within **10 calendar days** of when the appeal decision is issued.
- A State Fair Hearing decision against your appeal is issued.
- The time period or service limit of a previously authorized service has been met.

State Fair Hearings:

If you are in HealthPAC, you may have a right to a State Fair Hearing. You can call HealthPAC Customer Service to find out whether your appeal can be brought to a State Fair Hearing.¹ If you have a right to a State Fair Hearing you may ask for a State Fair Hearing by filling out a form or calling **1-800-952-5253 (TDD users call 1-800-952-8349)**. You may also call HealthPAC Customer Service for help.

If you want a State Fair Hearing, you must ask for it within **90 calendar days** of the date of the Notice of Resolution of the appeal of an action.

LEGAL HELP: You may speak for yourself at the State Fair Hearing or have someone else speak for you, including a relative, friend or attorney. You must get the other person to help you. You may be able to get free legal help through Alameda County or legal services organizations. Check under "Legal Services" in the yellow pages.

¹ Only participants enrolling in the Low Income Health Program (HealthPAC MCE and HealthPAC HCCI) have a right to a State Fair Hearing. HealthPAC County enrollees do NOT have the right to a State Fair Hearing.