

# Gateway Health Plan *Medicare Assured*<sup>®</sup> Provider Manual 2010

## **Chapter X      PROVIDER COMPLAINTS**

CBHNP is an organization of providers and, as such, promises to make every effort towards a cooperative and collaborative relationship with providers. CBHNP personnel are professionals who recognize the importance of good customer service. We also understand that there will be occasions where differences or complaints arise in the course of business. Therefore, CBHNP encourages providers to make complaints.

Complaints should be directed to the Complaints and Grievances (C&G) Department. You can access the C&G Department by calling Member Services at 1-888-722-8646. The Complaints & Grievances staff will obtain information from you and can explain the process that will be followed. Complaints can also be submitted to CBHNP in writing to:

CBHNP  
Complaints and Grievances Department  
P.O. Box 6600  
Harrisburg, PA 17112.

CBHNP will respond to all CBHNP contracted provider complaints.

In addition, CBHNP tracks all provider complaints in a database for analysis to identify trends that need to be addressed by CBHNP for improving our performance. This type of analysis is also reviewed by the Quality Improvement Committee.