

# Quality Improvement

## QuickTip

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### Grievance Letter Update All Levels of Care: 0712-03

CBHNP receives requests for reconsideration of denial decisions rendered regarding services, otherwise known as grievances, based on lack of medical necessity; limited authorization of a particular level of service; reduction, suspension or termination of a previously authorized service; or denial of the requested service with approval of an alternative service.

Upon receipt of such requests, CBHNP issues a grievance acknowledgement letter which now provides information regarding continuation rights. The letter will state if continuation rights were or were not granted and for what services. This letter is mailed to the Member and all providers involved in the Members treatment. This ensures that all team members involved are notified of the grievance and the decision made at each grievance level filed. The provider should provide the services and the amount indicated in the acknowledgement letter during the grievance level addressed in the letter.



Similarly, grievance decision letters now include a listing of the services that are being grieved, along with the services that were requested and the services CBHNP approved through the denial. This provides the Member and the provider with a single form of communication which clearly identifies what is being approved through the grievance process in relation to what was requested. The services listed in this letter are the services approved. This is what the provider should provide. If the Member has continuation rights, they have 10 days from the date of the last grievance decision letter to file the next level to secure continuation rights through the next level. If the Member or authorized representative does not file within the 10 day timeframe, the services approved on the last decision letter are to be provided. Providers need to follow the services listed in the grievance decision letters to ensure they are providing the services as authorized and to ensure payment of these services. The information in these letters replaces the need to send service notification forms effective 12/18/07.