



## COMPLAINT FACT SHEET

### What is a complaint?

A complaint occurs when a member informs Community Care that they are not satisfied with Community Care or with a behavioral health provider in Community Care's network, or they do not agree with a decision made by Community Care that does not involve medical necessity. Complaints include:

1. A denial because the requested service is not a covered benefit.
2. Failure to meet the required time frame[s] for providing a service.
3. Failure of Community Care to decide a complaint or grievance within the specified time frame[s].
4. A denial of payment after service[s] has been delivered because the service[s] was provided without authorization by a provider not enrolled in the Pennsylvania Medical Assistance Program.
5. A denial of payment after service[s] has been delivered because the service is not a covered benefit.
6. A denial of a member's request to dispute a financial liability, including cost sharing, co-payments, premiums, deductibles, co-insurance, and other member financial liabilities.
7. Member's dissatisfaction with the Community Care or a network provider.

### To file a complaint on behalf of a member:

Call 1-866-878-6046; En español: 1-866-229-3187; TTY/TDD: (Dial 711) Request 1-833-545-9191. Please remember, in order for a concern to be fully investigated through the complaint process, it must be linked to a specific member and the member must file the complaint or give written authorization for someone else to represent them in the complaint process.

A care concern without member consent or identification should be reported to Community Care for investigation and follow-up as a quality concern, rather than a complaint.

### What kind of help can a member expect with the complaint process?

A Community Care staff person is available to help. This help comes at no cost to the member. The member may also have a family member, friend, or other supportive person help file the complaint. Members can attend the complaint review in person, by phone or by videoconference. With written consent, the member may have someone represent them or act on their behalf at any time during the complaint process.

The above information was excerpted and paraphrased from the Community Care website:

<https://members.ccbh.com/member-information/complaints>

*BHARP Quality Department staff will be glad to answer questions or provide additional information.*

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