Health Plan Management Complaint Process

Complaint Coordinator receives complaint

Has the complainant sought resolution with the MCO?

No

Refer complainant to MCO

Yes

Complaint Coordinator logs in complaint database and assigns to Resolution Specialist

Resolution Specialist contacts complainant for details and generates notices

Acknowledgement Letter sent (if applicable)

Resolution Specialist receives and analyzes MCO response

Does MCO response sufficiently address complainants concerns?

Yes

Resolution Specialist determines if complaint was substantiated and sends Resolution letter to complainant. Case closed

No

Resolution Specialist sends additional questions to MCO.

Resolution Specialist receives and analyzes MCO response

Does MCO response sufficiently address complainants concerns?

Yes

Resolution Specialist determines if complaint was substantiated and sends Resolution letter to complainant. Case closed

No

Resolution Specialist escates to Health Plan Manager

Health Plan Manager sends additional questions to MCO

Health Plan Manager receives and analyzes MCO response

MCO Notification letter to Health Plan

Health Plan Manager sends additional questions to MCO.