



Medicaid CHIP Provider Complaints Information

Medicaid managed care providers can submit complaints and inquiries directly to HHSC Managed Care Compliance and Operations (MCCO) via:

Email: (HPM_complaints@hhsc.state.tx.us)

Fax: 512-491-1958 or

Regular mail:

Health and Human Services Commission Medicaid/CHIP

Managed Care Compliance and Operations

P.O. Box 149030 MC-0210

Austin, Texas 78714-9030

Steps to address managed care provider complaints:

1. The complaint information is logged into the state complaint database, HHS Enterprise Administrative Reporting and Tracking System (HEART), given a tracking number, and assigned to one of the Resolution Specialists to research.
2. The Resolution Specialist will contact the complainant for additional information, if necessary, and send an acknowledgement letter.
3. If the complaint is an MCO related issue, a notification letter, detailing the issue, will be sent to the MCO involved with the complaint, including a *due date* for response.
 - a. Once the MCO responds, the Resolution Specialist will review and determine if all concerns were sufficiently addressed; if not the specialist will continue researching and communicating with all parties until complete resolution is achieved.
4. If the complaint is a non-MCO related issue, the Research Specialist will work with the complainant and other areas within HHS to resolve the issue.
 - a. Once the responsible areas have responded, the Resolution Specialist will review and determine if all concerns were sufficiently addressed; if not the specialist will continue researching and communicating with all parties until complete resolution is achieved.
5. The Resolution Specialist will determine if the complaint was *substantiated* and follow up with the complainant to discuss the outcome.
6. A resolution letter, summarizing the actions taken and details of the case is sent to the complainant before closure.