

# Grievances and Appeals

You may not always be happy with Home State Health or Show Me Healthy Kids. We have people who can help you and want to hear from you. Home State Health and Show Me Healthy Kids **cannot take your benefits away because you make a grievance, appeal or ask for a State fair hearing.**

There are two (2) ways to tell Home State Health and Show Me Healthy Kids about a problem:

## GRIEVANCE OR APPEAL

A **grievance** is a way for you to show dissatisfaction about things like:

- The quality of care or services you received;
- The way you were treated by a provider;
- A disagreement you may have with a MO HealthNet Managed Care or Show Me Healthy Kids health plan policy;
- You do not agree to the extension of time requested for a decision of a grievance or an appeal; or
- You do not agree to the extension of time requested by your MO HealthNet Managed care health plan or Show Me Healthy Kids to make an authorization decision.

An **appeal** is a way for you to ask for a review when your MO HealthNet Managed Care health plan or Show Me Healthy Kids makes an adverse benefit determination to:

- Deny or give a limited approval of a requested service;
- Deny, reduce, suspend or end a service already approved; or
- Deny payment for a service.

Or fails to:

- Act within required time frames for getting a service;
- Make a grievance resolution within thirty (30) calendar days of receipt of request;
- Make an expedited decision within three (3) days of receipt of request;
- Make an appeal resolution within thirty (30) calendar days of receipt of request.

Home State Health or Show Me Healthy Kids must give you a written Notice of Adverse Benefit Determination if any of these actions happen. The Notice of Adverse Benefit Determination will tell you what we did and why and give you your rights to appeal and ask for a State Fair Hearing.

## YOU HAVE SOME SPECIAL RIGHTS WHEN MAKING A GRIEVANCE OR APPEAL

1. A qualified clinical professional will look at medical grievances or appeals.
2. If you do not speak or understand English, call Home State Health at: 1-855-694-HOME (4663) or Show Me Healthy Kids at: 1-877-236-1020 to get help from someone who speaks your language.



## Grievances and Appeals, continued

3. You may ask anyone such as a family member, your minister, a friend, your provider, authorized representative, or an attorney to help you make a grievance or an appeal.
4. If your physical or behavioral health is in danger, a review will be done within seventy-two (72) hours or sooner. This is called an expedited review. Call Home State Health or Show Me Healthy Kids and tell them if you think you need an expedited review.
5. Home State Health and Show Me Healthy Kids may take up to fourteen (14) calendar days longer to decide if you request the change of time or if we think it is in your best interest. If Home State Health or Show Me Healthy Kids changes the time, we must tell you in writing the reason for the delay.
6. If you have been getting medical care and your MO HealthNet Managed Care health plan or Show Me Healthy Kids reduces, suspends, or ends the service, you can appeal. In order for medical care not to stop while you appeal the decision you must appeal within ten (10) calendar days from the date the Notice of Adverse Benefit Determination was mailed and tell us not to stop the service while you appeal. If you do not win your appeal you may have to pay for the medical care you got during this time.
7. You may request enrollment in another MO HealthNet Managed Care health plan if the issue cannot be resolved. Show Me Healthy Kids members are not able to change health plans.

## HOW TO MAKE A GRIEVANCE OR APPEAL AND ASK FOR A STATE FAIR HEARING

**1. GRIEVANCE.** You may file a grievance on the telephone, in person or in writing. Call Home State Health at 1-855-694-HOME (4663) and Show Me Healthy Kids at 1-877-236-1020 to file a grievance.

- Home State Health must write you within ten (10) calendar days and let you know we got your grievance.
- Home State Health must give written notice of a decision within thirty (30) calendar days.

**2. APPEAL.** You may file an appeal orally or in writing to Home State Health or Show Me Healthy Kids.

- You must appeal within sixty (60) calendar days from the date of our Notice of Adverse Benefit Determination.
- For help on how to make an appeal, call Home State Health at 1-855-694-HOME (4663) or Show Me Healthy Kids at 1-877-236-1020.
- Send your written appeal to: 7711 Carondelet  
St. Louis, MO 63105
- Home State Health must write you within ten (10) calendar days and let you know we got your appeal.



## *Grievances and Appeals, continued*

- Home State Health must give written notice of a decision within thirty (30) calendar days unless it is an expedited review.

**3. STATE FAIR HEARING.** You have the right to ask for a State Fair Hearing when your MO HealthNet Managed Care health plan appeal process has been deemed exhausted and your appeal is not decided in your favor. You may ask for a State Fair Hearing orally or in writing. Unless you need an expedited review, you must complete a written request even if you asked orally.

- You must ask for a State Fair Hearing within 90 calendar days from the date of the MO HealthNet Managed Care health plan's written Notice of Appeal Resolution.
- For help on how to ask for a State Fair Hearing, call the MO HealthNet Division at 1-800-392-2161.
- If you do not speak or understand English or need American Sign Language, call 1-800-392-2161 to get help from someone who speaks your language at no cost to you. This includes auxiliary aids and services. Members who use a Telecommunications Device for the Deaf (TDD) can call 1-800-735-2966. These services are available to you at no cost.
- You can send your written request to MO HealthNet Division, Constituent Services, Participant Services Unit, P.O. Box 6500, Jefferson City, MO 65102-6500, or fax to 573-526-2471.
- You will be sent a form to complete. Once you send the form back, a date will be set for your hearing.
- You may ask anyone such as a family member, your minister, a friend or an attorney to help you with a State Fair Hearing.
- A decision will be made within ninety (90) calendar days from the state agency's receipt of a State Fair Hearing request.
- If your physical or behavioral health is in danger, a decision will be made within three (3) business days. This is called an expedited hearing. Call 1-800-392-2161 if you think you need an expedited hearing.
- If you have been getting medical care and your MO HealthNet Managed Care health plan reduces, suspends, or ends the service, you can ask for a State Fair Hearing. In order for medical care not to stop you must ask for a State Fair Hearing within ten (10) calendar days of the date the written Notice of Appeal Resolution was mailed and tell us not to stop the service while you appeal. If you do not win, you may have to pay for the medical care you got during this time.