

Consumer Appeals, Grievances, State Hearings, and Complaints Resolution

MCP members have the right to file an appeal, a grievance, and/or a state hearing request if they are unsatisfied with their MCP and/or its providers.

Each MCP has an appeals process, a grievance process, and a process to access the state's hearing system available to its members.

The MCP's process to be followed to file an appeal, a grievance, or a state hearing request is described in the MCP's member handbook.

MCPs must give members all reasonable assistance in filing an appeal, a grievance, or a state hearing request including but not limited to:

- Explaining the MCP's process, including the requirements and timeframes, for filing an appeal or grievance;
- Explaining the rules about state hearings and how to request a state hearing;
- Explaining how a member may be able to have his or her services continue while filing an appeal or state hearing request, and when he or she may have to pay for these services;
- Completing forms; and
- Providing oral interpreter and oral translation services, sign language assistance, and access to the grievance system through a toll-free number with TTY and interpreter capability.

MCP members may also contact the Ohio Department of Job and Family Service's Bureau of Managed Health Care (BMHC) to file a complaint. Members may contact the BMHC to submit a complaint by doing any of the following:

- Calling the BMHC at (614) 466-4693;
- Sending an e-mail to the BMHC through the BMHC website (<http://ifs.ohio.gov/ohp/bmhc/>) under the "Contact Us" web link;
- Writing to the BMHC at:
*Ohio Department of Job and Family Services
Bureau of Managed Health Care
P.O. Box 182709
Columbus, Ohio 43218-2709*
- Calling the BMHC's Managed Care Enrollment Center (MCEC) at 1-800-605-3040 or 1-800-292-3572 (TTY); or
- Calling the Ohio Medicaid Consumer Hotline at 1-800-324-8680.