

Grievance Process

SCFHP wants you to be satisfied with your health care. If you have questions regarding your care, we encourage you to speak with the health care professional treating you. In most cases, they can provide answers right away and hopefully resolve your questions or concerns. If the problem is not resolved, call SCFHP's Member Services. They will work with you to fix the problem and if we cannot solve the problem, you may file a formal complaint or grievance. Services previously authorized will continue during the grievance process.

If you receive a Notice of Action (denial letter) you have 90 days from the date on the Notice of Action to file an appeal with SCFHP. You may also request a State Fair Hearing from the State Office of the Ombudsman within 90 days.

You can also file a grievance that is not about a Notice of Action. You must file your grievance with SCFHP or the provider within 180 days from the day the incident or action occurred which caused you to be dissatisfied.

Grievances and Appeals

This is an overview of SCFHP's Grievance and Appeals Process. Please call Member Services to request a copy of the full Grievance Process if you wish to see it.

Any kind of complaint about your Physician, medical group, Hospital, or any other health care provider issue that you cannot solve with that health care provider is called a Grievance.

Any complaint about a Notice of Action you have received telling you that a medical Service has been denied, deferred, or modified is called an Appeal.

SCFHP Grievance and Appeal Timeframes:

If you file a Grievance or Appeal that is not urgent, and SCFHP cannot resolve it by the close of the same business day SCFHP received it, then SCFHP will:

- Send you a letter within 5 calendar days of receiving your Grievance or Appeal letting you know that SCFHP received it.
- Resolve your Grievance, including all Appeals, within 30 calendar days of receiving your Grievance or Appeal.
- Send you a letter telling you how we have handled your Grievance or Appeal.

Asking for a Faster (Expedited) Grievance or Appeal Review (72 Hour Response)

You or your health care provider can ask us to decide your request faster if it involves Imminent and Serious Threat to your health including but not limited to severe pain, or potential loss of life, limb, or major body function. You are not required to file a Grievance with SCFHP before you ask the Department of Health Care Services for a State Fair Hearing to review your case on an expedited ("urgent") basis.

Reasons for filing a Grievance that requires an expedited review include, but are not limited to:

- You have not received a Service or supply, and you believe your condition is medically urgent and requires that Service or supply.
- A Service or supply that you were receiving has been discontinued, and you believe your condition is medically urgent.
- A request to continue a course of treatment that is ending.

If you decide to file an expedited Grievance with SCFHP, SCFHP's Medical Director will decide if your case qualifies for an expedited review. SCFHP will:

- Notify you of the Medical Director's decision within 24 hours of receiving your Grievance to tell you if your Grievance has been accepted as urgent.
- Resolve your Grievance or Appeal and notify you of our decision in writing within 3 working days of receipt of your Grievance.

If you do not agree with our decision, you have the right to submit it to the Department of Managed Health Care (DMHC) for review. You may contact the Department of Managed Health Care at **1-888-466-2219**. Deaf or hard of hearing and speech impaired may call the TTY number at **1-877-688-9891**. You may also obtain complaint forms, Independent Medical Review application forms and instructions online on DMHC's website at www.hmohelp.ca.gov.

Requesting a State Fair Hearing from the Department of Health Care Services

You can request a State Fair Hearing if you disagree with SCFHP's or a provider's denial, deferral, or modification of a Service requested by you or your provider. A State Fair Hearing is a process by which you can complain directly to the State of California and have someone judge your case.

You have a right to ask for a State Fair Hearing at any time during the Grievance and Appeal process. You can request the State Fair Hearing from the Department of Health Care Services instead of filing a grievance with SCFHP, or you can do both at the same time.

You must file the request for a State Fair Hearing within 90 days after the order or action about which you are complaining.

You can write to the California Department of Social Services, State Hearings Division, P.O. Box 944243, MS-9-17-37, Sacramento, CA 94244-2430, call **1-800-952-5253**, or fax to **1-916-651-5210** or **1-916-651-2789** to request a State Fair Hearing. Deaf, hard of hearing, or speech impaired Members may call **1-800-952-8349**, to request a State Fair Hearing. You also have the right to get help by contacting the Medi-Cal Managed Care Division Office of the Ombudsman at **1-888-452-8609**. The Ombudsman Office helps solve problems from a neutral standpoint to ensure that you receive all Medically Necessary covered Services for which SCFHP is contractually responsible. The Ombudsman does not automatically take sides in a complaint. It considers all sides in an impartial and fair way.

At the State Fair Hearing you may represent yourself, or have an authorized person such as a lawyer, relative, friend, or other person represent you.

SCFHP will continue any Approved care pending a decision from the State Fair Hearing.

Expedited State Fair Hearing

You can ask for a faster (expedited) State Fair Hearing if it involves Imminent and Serious Threat to your health including but not limited to severe pain, potential loss of life, limb, or major body function. The expedited process only applies to an SCFHP denial of a requested Service. If your request qualifies as expedited, the Expedited State Fair Hearing will take place, and a decision will be made, all within 72 hours.

For more information about an Expedited State Fair Hearing, call Member Services. You may also come to our office at 210 East Hacienda Ave., Campbell, CA 95008.

Office of the Ombudsman

If you have general questions or would like information about how to request an Expedited State Fair Hearing, you may call:

Department of Health Care Services
Medi-Cal Managed Care Division
Office of the Ombudsman
1-888-452-8609