

Complaint Process

REACHING OUT TO YOU

What Is A Complaint?

A complaint is when you are unhappy with Community Care or your provider, or you do not agree with a decision made by Community Care.

What Should I do If I Have A Complaint?

To file a complaint you can call Community Care and tell them about your complaint or you can write your complaint and mail it to Community Care. The phone number for Community Care is **1-866-668-4696**, and the address is **72 Glenmaura National Blvd., 2nd Fl, Moosic, PA 18507**.

One or more Community Care staff will review your complaint and make a decision within 30 days of receiving it.

What Can I Do If My Immediate Health Is At Risk?

If your doctor or psychologist believes the usual time frame for deciding your complaint will harm you health, then you or your doctor, or your psychologist can call and ask that your complaint be decided faster. You will need to have a letter from your doctor or psychologist faxed to Community Care explaining how the usual time frame of 30 days for deciding your complaint will harm your health.

What If I Don't Like Community Care's First Level Complaint Decision?

You may file a Second Level complaint with Community Care. It will then be taken care of by NBHCC to make sure it is handled by a completely separate group of people who were not part of the process that led to the First Level Complaint. NBHCC will conduct a review hearing for your complaint and make a decision within 30 days of receiving it.

What If I Still Don't Like The Decision?

You may ask for a review of your complaint by the Department of Health of Health or the Insurance Department. The Department of Health handles complaints that involve the way a provider gives care or services. The Insurance Department reviews complaints that involve Community Care's policies and procedures

For More Information Please Refer to Your Member Handbook. If you do not have a handbook please ask your provider to obtain a copy for you or call NBHCC at 570-344-2005.



Northeast Behavioral Health Care Consortium

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