

Grievance Process

REACHING OUT TO YOU

What Is A Grievance?

A grievance is what you file when you do not agree with Community Care's decision that a service you or your provider asked for is not medically necessary.

What Should I do If I Have A Grievance?

To file a grievance you can call Community Care and tell them about your grievance or you can write your grievance 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**.

A committee of Community Care staff will review your grievance 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 grievance will harm you health, then you or your doctor, or your psychologist can call and ask that your grievance 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 grievance will harm your health.

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

You may file a Second Level grievance 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 Grievance. NBHCC will conduct a review hearing for your grievance and make a decision within 30 days of receiving it.

What If I Still Don't Like The Decision?

You may ask for an External grievance review. You must call or send a letter to NBHCC asking for an External grievance review. You will receive a decision letter within 60 days of the date you asked for an External grievance review. This letter will tell you the reason(s) for the decision and what you can do if you don't like the decision.

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.



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