



As a Member, you have the right to:

Talk freely if you're unhappy - and know that you will not get in trouble for expressing your concerns

Updated info about Grievance & Appeal procedures

Talk to your care team first if you have issues with a decision or your services

Have your concerns heard

A timely decision of your Grievance or Appeal

Member Rights and Medicaid Grievance & Appeals



What is an appeal?

An **appeal** is when you request a review of a decision made by MCW about one of your services. This decision may have been an “adverse benefit determination” which is a denial, reduction, or ending of a service you have requested.

How to file an appeal:

- Contact the Member Rights Specialist to start the process.
- You have 60 days from the date on the notice of our decision.
- We have 30 days to review, make a decision on your appeal and follow up with a letter.
- If you think that your immediate health or safety is at risk, request to speed up your appeal. If it is accepted, we will provide our decision to you within 72 hours.

What is a grievance?

A **grievance** is another word for complaint. It's a way to voice if you are unhappy with My Choice Wisconsin (MCW), a provider, or the quality of your care or services.

How to file a grievance:

- You can talk about your concern with your care team or the supervisor.
- You can contact a Member Rights Specialist.
- You have the right to file a grievance at any time.





Member Rights and Medicaid Grievance & Appeals

Getting help with your grievance or appeal

- You may ask anyone you would like to speak for you.
- If you would like help from an outside agency, MCW can give you the contact information for other agencies.
- MCW's Member Rights Specialist can help you understand your rights and how to file grievances and appeals. They can help you decide which process may work best for you.
- You may write us a letter or call us. If you mail us your appeal or grievance, please describe what you think needs to be corrected and why. We will acknowledge the appeal within 5 business days.



Contact information

Mailing Address:

My Choice Wisconsin
Attn: Member Rights Specialist
10201 W Innovation Dr. Suite 200
Wauwatosa WI 53226-4822

Member Rights Specialist Phone Numbers

Family Care, Partnership, Dual Advantage, Medicaid SSI

Toll Free: 1-800-963-0035 x 3448 TTY: 711

BadgerCare Plus

Toll Free: 1-855-530-6790 TTY: 711

For more info, check out:

- Your Member Handbook
- **Our website:** mychoicewi.org/contact/grievances-appeals/
- Evidence of Coverage document (*Partnership Duals and Dual Advantage members only*)

Partnership members who also have Medicare may have additional appeal and grievance rights. Talk to a Member Rights Specialist to learn more.

INTERPRETER SERVICES

English

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1--800--963--0035 (TTY: Wisconsin Relay System at 711).

Spanish

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1--800--963--0035 (TTY: Wisconsin Relay System at 711).

Hmong

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1--800--963--0035 (TTY: Wisconsin Relay System at 711).

Chinese Mandarin

注意：如果您说中文，您可获得免费的语言协助服务。请致电1-800-963-0035 (TTY 文字电话：Wisconsin Relay System at 711).

Somali

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyagoo bilaash ah. Wac 1--800--963--0035 (TTY: Wisconsin Relay 711).

Laotian

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການ
ບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-800-963-
0035 (TTY: Wisconsin Relay System at 711).

Russian

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1--800--963--0035 (TTY: Wisconsin Relay System at 711).

My Choice Wisconsin:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
 - Auxiliary aids and services for hearing-impaired and vision-impaired members

- Provides free language access services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at 1-800-963-0035.