



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 a grievance?

A **grievance** is another word for complaint. It's a way to express your concerns 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 issues 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.

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.





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

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

Email: mrs@mychoicewi.org

For more info, check out:

- Your Member Handbook
- **Our website:** mychoicewi.org/contact/grievances-appeals/
- Evidence of Coverage document (*Partnership 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.