

OFCE Technical Assistance Series

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OFCE Technical Assistance Series provides MCOs with interpretations or guidance regarding contract requirements, policy interpretations and program requirements. This series will also be used to inform MCOs of changes to the contract that may result in contract amendments or contract language changes in future contracts.

Standard Materials for Family Care Local MCO Grievance and Appeals Process

Purpose: The purpose of this memo is to communicate the expectation that each Family Care Managed Care Organization (MCO) as of November 1, 2010 will implement the standardized decision letters following a MCO decision on an appeal.

The joint DHS-MCO Member Rights Workgroup is charged with identifying and implementing improvements to the appeal and grievance system in the Family Care programs. Workgroup members collaborated with representatives from the Family Care BOALTC ombudsman programs to develop standardized letters to be used by the MCOs for the local appeals and grievance process. The letters were developed along with the standardized notice of action that was implemented October 1, 2010.

Standard letters for Family Care:

- MCO's Appeals and Grievance Committee upholds team's decision. This letter has optional language regarding continued benefits. ([F-00232E](#))
- MCO's Appeals and Grievance Committee upholds team's decision regarding a service that was originally authorized on a temporary (episodic) or trial basis. ([F-00232C](#))
- MCO's Appeals and Grievance Committee is reversing the team's decision. ([F-00232D](#))
- The MCO's Care Manager and/or RN require more time to make a decision on a member's request for service. ([F-00232B](#))

To add your agency logo to the standard letters, please contact Rebecca Murray. If your agency will be integrating the letters into your computer system, please contact Rebecca Murray for unprotected versions.

The Family Care Partnership and PACE MCOs are working on a standardized notice of action and letters which must be approved by CMS before implementation.

If you have questions, you may contact Rebecca Murray at Rebecca.Murray@wi.gov or (608) 267-9628.

Reference Materials:

- Standardized notice of action ([F-00232](#))
- Instructions for filling out F-00232 ([F-00232i](#))
- [F-00232B](#): Notification of extension letter
- [F-00232C](#): Appeal decision letter on a service or support that was originally authorized on a temporary (episodic) or trial basis. Decision upheld.
- [F-00232D](#): Appeal decision letter when decision is reversed
- [F-00232E](#): Appeal decision letter when decision is upheld

Related [2010 contract](#) sections:

Article XI. Grievance and Appeals

Article V. Care Management, J. Service Authorizations, 9. Timeframes for Decisions