

## **Tips for Making Your Managed Care Company Work Successfully for You and Your Child**

- 1.) Read the Membership Handbook to become familiar with services, as well as member rights and responsibilities.
- 2.) Learn how to contact your Managed Care Company if you have questions about services or member rights.
- 3.) Find out who at the Managed Care Company can help you with your child's services.
- 4.) Be ready for Interagency Service Plan Team (ISPT) meetings.
- 5.) Learn the difference between a complaint and a grievance.
- 6.) Become familiar with the process for filing a complaint or grievance.
- 7.) Complete a Consumer/Family Satisfaction Survey.
- 8.) **ASK QUESTIONS! ASK QUESTIONS! ASK QUESTIONS!**



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