

Second Level Complaint Committee Training

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10:00 am – 11:30 am

Presented by:
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What is a complaint?

- ❖ A complaint is a problem regarding a provider, coverage, or policy of VBH-PA that a member or advocate (family member or guardian) presents to VBH-PA. A complaint can be in either written or verbal form and is subject to formal resolution by VBH-PA.

Examples of Complaints

- ❖ I waited too long in the office.
- ❖ The staff is rude.
- ❖ The doctor will not let me take part in deciding my care.
- ❖ I was late because I could not get a ride or the bus was late and my appointment was cancelled.
- ❖ I received a bill from my provider.



First Level Complaint

- ❖ When a member files a First Level Complaint, an acknowledgement letter will be mailed to the member within two (2) business days.
- ❖ VBH-PA will work to resolve the complaint within thirty (30) calendar days.
- ❖ When the complaint is resolved, a resolution letter will be mailed to the member within five (5) business days.

VBH-PA Complaint Resolution Goal

- ❖ **It is VBH-PA's goal to supply the member with the resolution to their complaint that they request if possible.**
- ❖ **Methods used to achieve this goal:**
 - ❖ **Contacting member for further information.**
 - ❖ **Requesting Medical Records from provider for review.**
 - ❖ **Appropriate VBH-PA staff will conduct in-depth research into the issues contacting provider, staff, and any other involved parties (such as third-party billing entities).**

Second Level Complaint

- ❖ If a member is not satisfied with the First Level Complaint resolution, they can file a Second Level Complaint within 45 days from the date they received the resolution letter. Detailed information about filing a Second Level Complaint is supplied in the First Level Complaint resolution letter.
- ❖ When a member files a Second Level Complaint, an acknowledgement letter is mailed to the member within two (2) business days.
- ❖ A committee meeting will be held within thirty (30) calendar days to resolve the complaint.
- ❖ When the complaint is resolved, a resolution letter will be mailed to the member within five (5) business days.



Second Level Committee Membership

❖ The Second Level Complaint Committee is made up of three individuals who did not have any involvement in the matter under review and includes:

- ❖ A County Representative
- ❖ A VBH-PA Representative
- ❖ A Family/Consumer Representative

All three have equal voting rights.

Second Level Complaint Committee Meeting

- ❖ The Second Level Complaint Committee meets before the scheduled time to review and discuss supplied applicable documentation. A county/oversight person will facilitate the meeting and makes sure all documentation is available for the committee members.
- ❖ The facilitator is responsible for introductions, explaining the process to all in attendance according to the regulations, insuring that the meeting is appropriately recorded and keeping the meeting focused on the complaint. The facilitator is not an active participant in the discussion and the decision making.
- ❖ Another VBH-PA representative in attendance will provide an overview of the complaint and the first level decision, and will answer any questions the committee may have. This representative may attend by telephone and is not a voting member.



Second Level Complaint Committee Meeting (continued)

- ❖ The Second Level Complaint Committee may question the member, member's representative, VBH-PA staff, and/or provider representative. It is not mandatory for a provider representative to attend the Second Level Complaint meeting even though they are invited. It is also not mandatory for the member to attend, but we assure them every accommodation including the opportunity to attend by telephone.
- ❖ The committee is responsible for determining that the First Level Complaint was appropriately addressed and investigated by VBH-PA.
- ❖ The member, member's representative, VBH-PA staff, and/or provider representative are dismissed from the meeting prior to the committee's deliberation and voting. The committee is to determine if VBH-PA has fully examined the complaint and come up with the appropriate solution.
- ❖ The committee will vote on a resolution based upon the materials and testimony presented.



Second Level Complaint Decision

- ❖ Following the Second Level Complaint Committee meeting, VBH-PA will send a written notice of the Second Level Complaint decision to the member, or member's representative, within five business days of the Second Level Complaint Committee's decision. *(The letter may not be received within five days as VBH-PA has five business days to mail decision letters.)*

External Complaint Review

- If the member is not satisfied with the Second Level Complaint resolution, they have 15 days to file an External Complaint Review.
- This complaint is handled by either the Pennsylvania Department of Health (DOH) or the Pennsylvania Department of Insurance (DOI).
- Detailed information about requesting an External Complaint Review is supplied in the Second Level Complaint resolution letter.



Thank You

❖ *VBH-PA extends their appreciation for your volunteering to participate as a voting member in a Second Level Complaint Committee.*

Purpose of Second Level Committees

❖ Second Level Complaint Committee

- ❖ This committee is responsible for determining that the member's First Level Complaint was appropriately addressed and investigated by VBH-PA.

❖ Second Level Grievance Committee

- ❖ This committee is responsible for determining that medical necessity criteria was appropriately applied for each member's case.

