



**To:** NEMT Providers  
**From:** IEHP – Provider Relations  
**Date:** October 03, 2017  
**Subject:** Updates to Grievance and Appeals Process

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In accordance with the Medicaid Final Rule (“Mega Reg”) and in an effort to align Federal and State regulations, the Department of Health Care Services (DHCS) issued All Plan Letter (APL) 17-006, “Grievance and Appeals Requirements and Revised Notice Templates and ‘Your Rights’ Attachments” in May 2017. **As of July 1, 2017**, IEHP has updated Section 16 of the PM Policies and Attachments and put processes in place to comply with these regulatory changes:

**How do these regulatory changes impact NEMT Providers?**

1. Members are now able to file a grievance case pertaining to any event occurring during the Member’s enrollment with IEHP. There is no time limit applied to the Member’s grievance.
2. NEMT Providers may receive grievances for Members that may not have used the term “grievance” but did express attributes of dissatisfaction. The “Mega Reg” requires that IEHP record the dissatisfaction as a grievance regardless of whether the Member has requested specifically that they want to file a grievance. In instances where the Member states they don’t wish to file a grievance but are expressing dissatisfaction, IEHP is still required to create a grievance case.

**Training Material**

IEHP has developed an 8-minute presentation that outlines the changes as of July 1, 2017. We ask that you take a moment to review this presentation and share it with your staff, as you deem appropriate.

**Location:** [www.iehp.org](http://www.iehp.org) > For Providers > Educational Opportunities > Grievance and Appeals Requirements

**Member Complaint Form**

The Member Complaint Form is published in English and Spanish. This form is available online at this location: [www.iehp.org](http://www.iehp.org) > For Providers > Forms > Grievance Forms > Medi-Cal Form.

If you have any questions, please contact the IEHP Provider Relations Team at (909) 890-2054.