

What kind of help can I have with the complaint and grievance processes?

If you need help filing your complaint or grievance, a Magellan staff member will help you. This person can also assist you during the complaint or grievance process. You do not have to pay for the help of a staff member. This staff member will not have been involved in any decision about your complaint or grievance.

You may also have a family member, friend, lawyer or other person help you file your complaint or grievance. This person can also help you if you decide you want to appear at the complaint or grievance review.

To ask Magellan for help, you can contact the **Lehigh County Member Line at 1-866-238-2311 or (TTY) 1-866-238-2313.**

For legal assistance, you can contact **Pennsylvania Health Law Project at 1-800-274-3258.**

At any time during the complaint or grievance process, you can have someone you know represent you or act on your behalf. If you decide to have someone represent or act for you, tell Magellan in writing the name of that person and how we can reach him or her.

You, or the person you choose to represent you, may ask Magellan to see any information we have about your complaint or grievance.

Persons whose primary language is not English

If you ask for language interpreter services, Magellan will provide the services at no cost to you.

Persons with Disabilities

Magellan will provide persons with disabilities the following help in presenting complaints or grievances at no cost, if needed. This help includes:

- Providing sign language interpreters;
- Providing information submitted by Magellan at the complaint or grievance review in an alternative format. The alternative format version will be given to you before the review; and
- Providing someone to help copy and present information.

NOTE: For some issues, you can request a fair hearing from the Department of Public Welfare *in addition to, or instead of,* filing a complaint or grievance with Magellan.