

What can I do if my health is at immediate risk?

If your doctor believes that the usual time frames for deciding your complaint or grievance will harm your health, you or your doctor can call Magellan and ask that your complaint or grievance be expedited. You will need to have a letter from your doctor faxed to Magellan at the fax number below explaining how the usual time frame of 30 days for deciding your complaint or grievance will harm your health.

Magellan/HealthChoices Fax Number: 610-814-8066

If your doctor does not fax Magellan this letter, your complaint or grievance will be decided within the usual time frames.

Expedited Complaint

The expedited complaint will be decided by a doctor who has not been involved in the issue you filed your complaint about. Magellan will call you within 3 business days of when we receive your request for an expedited (faster) complaint review with our decision. You will also receive a letter telling you the reason(s) for the decision and how to file a second level complaint, if you don't like the decision

An expedited complaint decision **may not** be requested after a first level complaint decision has been made on the same issue.

Expedited Grievance and Expedited External Grievance

A committee of three or more people, including a doctor and at least one Magellan member, will review your grievance. The doctor will decide your expedited grievance with help from the other people on the committee. No one on the committee will have been involved in the issue you filed your grievance about.

Magellan will call you within three business days of when we receive your request for an expedited (faster) grievance review with the decision. You will also receive a letter telling you the reason for the decision. It will also tell you how to ask for an expedited external grievance review, if you don't like the decision.

If you want to ask for an expedited external grievance review by the Department of Health, you must call Magellan, at 1-866-238-2311 or (TTY) 1-866-238-2313, within 2 business days from the date you get the expedited grievance decision letter. Magellan will send your request to the Department of Health within 24 hours after receiving it.

An expedited grievance decision **may not** be requested after a second level grievance decision has been made on the same issue.