

08/03/2020

Managed Care Provider Complaints Flyer and Co-branding

Background:

HHSC has developed a provider complaints flyer similar to the previously developed member complaints flyer.

The flyer indicates providers should submit complaints to the relevant MCO or DMO first but if they still require assistance then to submit to HHSC MCO. The flyer then provides information regarding what information to include and what to expect from the complaint process. Due to the nature of each MCO and DMO having their own process, the portion regarding submission to the MCO or DMO is high level.

Action:

As with the member complaints flyer, HHSC is requesting MCOs and DMOs include the provider complaints flyer in the welcome packet and on any relevant webpage.

With the member complaints flyer, some MCOs were interested in co-branding. This was accomplished through the MCO sending their logo and HHSC incorporating the logo to the top of the flyer. MCOs and DMOs interested in co-branding should submit their logo in Illustrator AI or EPS format in black and white to Lauren.Ruthven@hhsc.state.tx.us.

Resources:

How to Submit a Complaint as a Medicaid Provider - flyer (Attached)

Contact:

Lauren.Ruthven@hhsc.state.tx.us

Attachment: How to Submit a Complaint as a Medicaid Provider - flyer.pdf

Type: Action Required; Informational

To: CHIP; CMDS; DMO; MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: Other