**Medicaid/Exchange - Grievance Job Aid**

[Grievance Handling Calls Chart Guide](#_Toc191027064)

[Grievances – Subtle vs. Obvious](#_Toc191027065)

[Inquiry vs. Grievance – Bringing it All Together Examples](#_Toc191027066)

**Description:** Provides the key points from your Grievance training session.

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| **Grievance Handling Calls Chart Guide** |

**Note:** Grievances entered in Compass will default to New Grievance, Pending Initial Review.

**Refer to the table below:**

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| **Scenario** | **Questions to Ask** | **Guidance to Follow** |
| **Inquiry vs. Grievance** | Does the member have general questions regarding their plan details or benefits? | It’s an Inquiry. |
| Does the member have general questions regarding coverage of medication(s)? | It’s an Inquiry. |
| Is there any dissatisfaction indicated by the caller? | It’s a Grievance Scenario.  **Note:**  If the Member is dissatisfied about a drug not being on the formulary, refer to [Is the member dissatisfied about coverage for a specific medication?](#BeneDissatisfaction) below. |
| **Determining Grievance Resolved or Grievance Unresolved** | Were you able to resolve all details tied to the dissatisfaction and educate the member? | New Grievance (Resolved) |
| After fully resolving the issue, does the member still indicate dissatisfaction tied to the outcome? For example, after educating about coverage, they still may not be happy; however, you cannot change their plan design. | It’s a New Grievance (Resolved) (member still being upset, after you educate and provide other options, does not change the fact the issue was fully resolved). |
| Were you unable to fully resolve the issue because additional research is needed by another department? | It’s a New Grievance (Unresolved). |
| Was a Resolution Manager (**RM**) Task created due to the issue requiring additional research? | If an RM Task needs to be filed and/or the call needs to be transferred for the following reasons, the case can still be closed (Resolved). **Examples include (but are not limited to):**   * Any complaint about the **PA process** (**Examples:** Wait time for decision, having to get prescriber involved, etcetera). * Any fulfillment request (**Examples:**  ID card, mail order form, paper claim form). * Mail tag is allowed based on standard process and Senior submitted mail tag request (**Example:** Non-member initiated refill). |
| Is the dissatisfaction tied to an interaction with a previous representative? | It’s a New Grievance (Unresolved) even if you are able to address all questions. |
| **Call Transfers and Grievance Handling** | Did you have to conference the caller within Customer Care or reach out for Senior Assist? | * **If the call is not escalated (Assist):** It is the responsibility of the Customer Care Representative (**CCR**) to file the Grievance and notate the account appropriately. * **If the call is escalated (Procedural Transfer) and issue is resolved prior to transfer:** It is the responsibility of the CCR to file the Grievance and notate the account appropriately. It is the responsibility of the CCR to advise the Senior Representative if a Grievance has been filed. * **If the call is escalated (Procedural Transfer) and issue is NOT resolved prior to transfer:** It is the responsibility of the CCR to file the Grievance and notate the account appropriately.   Icon - Important In the event the call is highly escalated, the Grievance number does not have to be provided to the caller, it should be notated in the member’s account only.  **Note:**  CCR is responsible for all other Grievances. |
| Is the member dissatisfied about coverage for a specific medication? | It’s a Prior Authorization (**PA**) situation. |
| Is the member dissatisfied about general plan benefit design and not a specific medication? | New Grievance (Resolved). |
| **Prior Authorization with member dissatisfaction** | Is the member dissatisfied about a copay discrepancy? | It’s a New Grievance (Resolved) if the discrepancy can be explained.  If additional research is needed to explain, then it’s a New Grievance (Unresolved). |
| Does the member need a Prior Authorization and is upset about the process? | It’s a Prior Authorization and a New Grievance (Resolved). |

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| **Grievances – Subtle vs. Obvious** |

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| **Inquiry vs. Grievance – Bringing it All Together Examples** |

**Refer to table below:**

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| **Member States** | **CCR Actions** | **Associated Details** |
| Icon - Callout I am calling because my doctor is thinking about prescribing me Atorvastatin. Can you tell me if it’s covered by my plan? | Maria runs a price estimate and determines the medication is covered. She then educates the member on coverage, cost, and tier. | This call **is** an Inquiry based upon **the following:**   * The member had a question which was answered by the CCR. * The CCR determined it was a covered medication. * The CCR educated the member on coverage, cost and tier.   This is **NOT** a Grievance because of **the following:**   * There was no dissatisfaction indicated by the member. |
| Icon - Callout I ran a price for my medication on the website. It told me I would be responsible for $55 for my 30 day supply. However, when I went to my pharmacy to pick it up, they told me it would cost $128. I don’t understand why there would be such a large cost difference. Can you help me figure this out? | Maria looks up her account and is able to explain exactly why this occurred. | This call **is** an Inquiry. The member stated I don’t understand.  This is **NOT** a Grievance because of **the following:**   * There was no dissatisfaction indicated by the member. |
| Icon - Callout Why can’t I get the same pricing at my Walgreens that I get at CVS Pharmacies? Walgreens is more convenient for me and I am not happy about having to drive a further distance to obtain a better price for my medications. | Maria educates the member on pharmacies in Network. | This call **is** a New Grievance (Resolved) based upon **the following:**   * The member indicated dissatisfaction. * The CCR educated the member about their pharmacy network benefits.   This is **NOT** an Inquiry **because:**   * The member indicated dissatisfaction by stating “Why can’t I …” and expressed inconvenience with having to drive further to get to a CVS.   This is **NOT** a New Grievance (Unresolved) **because:**   * There were not items that needed to be reviewed by another department. |
| Icon - Callout I got a new prescription from my doctor and he said he would send it to you. Can you see if you received it? | Maria researches the account and confirms the prescription was received and is currently in process with mail order. She educates the member on her findings and next steps. | This call **is** an Inquiry based up on **the following:**   * The CCR confirmed the prescription was received. * The CCR educated the member on receipt of prescription and status of the order.   This is **NOT** a Grievance because of **the following:**   * There was no dissatisfaction indicated by the member. |
| Icon - Callout I am frustrated you are not covering my medication. My pharmacy said I had to call you. | Maria reviews the claim by the pharmacy and determines the date of birth was entered in incorrectly. Maria calls the pharmacy and has them correct the date of birth to get a paid claim. She educates the member on what happened and that she can now pick up her medication. The member states that she’s unhappy and she shouldn’t have to be inconvenienced by all this. | This is a New Grievance (Resolved) based upon **the following:**   * The member indicated dissatisfaction by saying “I am frustrated...” * Even though the member is still upset, the CCR ultimately fully resolved the issue and educated the member. * There is nothing further that can be done by the plan or the CCR regarding the member’s inconvenience. The CCR should apologize for the frustration.   This is **NOT** a New Grievance (Unresolved) **because:**   * There are no items needing to be reviewed by another department. |
| Icon - Callout I just called a few minutes ago and the representative I spoke to was extremely rude. They kept me on hold for over 15 minutes and never checked back and came across like they were having a bad day. | Maria apologies for the experience and is able to get the member to explain the issue that occurred prior to the interaction with the previous CCR. | This call **is** a New Grievance (Unresolved) based upon **the following:**   * The member indicated dissatisfaction by stating “the previous representative was extremely rude” and “Kept me on hold for over 15 minutes”. * The CCR confirmed the member had the information they needed but cannot address concerns regarding the customer service from the previous call.   **Note:** This would be **ONE** New Grievance (Unresolved) as both customer service issues fall under the same grievance category.  This is **NOT** a New Grievance (Resolved) **because:**   * Call review and potential coaching needs to be done for the previous interaction. |

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