**Medicaid/Exchange Team – Grievance Document Index**

[Medicaid/Exchange Grievances 1](#_Toc201558170)

[Medicaid Prior Authorization and Appeals 1](#_Toc201558171)

[ Keeping Learning Alive 1](#_Toc201558172)

**Description:**  Recommended document titles and hyperlinks for the Medicaid/Exchange Grievance Team.

|  |
| --- |
| Medicaid/Exchange Grievances |

[Compass – Medicaid/Exchange Grievances (069017)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b1b30262-3f26-42f7-bdcf-2a6c11898e46)

[Medicaid/Exchange – Salesforce Grievances: CCR - Documentation Templates (046803)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=17794dab-8aca-4bb1-b631-b5753e99d408)

[Medicaid - Grievance Training Job Aid (043255)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=4a8c46a1-c332-43b0-9c54-0cb9bdc21d16)

[Medicare and Medicaid Ship Counselor Unique ID List (077234)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fadccc80-a0a1-449b-b5b0-056705aad9ec)

[Medicaid/Exchange Complaints – (Tracking, Resolving & Closing Cases) (003579)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29ceb159-7e0b-46b8-a4d4-fe5ba63b28f9)

[Top of the Document](#_top)

|  |
| --- |
| Medicaid Prior Authorization and Appeals |

[Medicaid Prior Authorization (PA) and Electronic Prior Authorization (ePA) (048857)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=7c3ff2ae-2451-4c2c-9609-3f9f4dfda78c)

[Medicaid Appeals (Claims) (003477)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e6050bdf-fff0-45ce-96d8-7a376600c14b)

[Top of the Document](#_top)

|  |
| --- |
| Keeping Learning Alive |

[KLA Game for Grievance vs Inquiry (075637)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=b7dd80c8-75f6-41d7-97d6-71aa59cd1718)

[KLA Game for Overrides (075638)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e748f746-cfaf-4224-add2-3084fd155378)

[Top of the Document](#_top)

|  |
| --- |
| Training Module (Facilitator Use ONLY) |

[Medicaid Grievances](file:///C:\Users\EIJAMES\Downloads\TSRC-PROD-075816)

[Top of the Document](#_top)

Not to Be Reproduced or Disclosed to Others without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY = INFORMATIONAL ONLY**