PM07 Manage Provider Grievance and Appeal – Level 2

DVHA PMR

Receive Appeal

Missing Information?

Request Additional Information

Entered into Excel

Log Appeal

Scan and Save

Saved on "R" Drive

Research And Summarize

Must Happen in 3 Days

Forward to Commissioner

Scan and Save Letter

Email to HPES

DVHA Commissioner

Receive Appeal

Missing Information?

Request Additional Information

Days 3 to 30

Research Appeal

Can Make Decision?

Before Day 30

Schedule Hearing

Must be Scheduled Within 30 Days

Make Decesion

DVHA has 14 Days from Hearing to make Decision

Notify Provider

Copy to DVHA PMR