westernhealth ADVANTAGE

FILING A GRIEVANCE

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mywha.org/grievance

Western Health Advantage's goal is to provide its members with the optimum quality and member service experience. To this end, WHA has established a formal process for addressing member concerns, complaints, grievances and appeals.

What is a Grievance?

A grievance is any written or oral expression of dissatisfaction made by you, your representative or your provider regarding your experience with WHA, your medical group or any WHA participating provider. The grievance can be related to a payment issue, an administrative action, quality of care or service issue, or failure to provide trans-inclusive care. A "standard" or routine grievance is usually investigated and resolved within 30 calendar days. A "fast track" or expedited grievance is completed within 72 hours from receipt of the formal complaint.

What is an Appeal?

An appeal is a verbal or written formal request to re-review or reconsider an adverse decision that has been made. The appeal can be related to a prior authorization denial, an administrative action, or utilization recommendation. Your appeal will be reviewed by a doctor who was not involved in the initial review of the issue. This doctor will make an independent second decision after reviewing all available information. The second decision may agree or disagree with the first decision.

Standard or routine appeals are completed within 30 calendar days. A delay in a final decision may occur if additional information is needed for the reviewer to make an informed decision. Expedited or "fast track" appeals are completed within 72 hours upon request if delaying the appeal decision risks jeopardizing your health. You have the right to request a "fast track" or expedited appeal if your doctor agrees there are health risks in delaying the decision. WHA's Medical Director will make the decision as to whether the appeal will be handled as an expedited or standard appeal.

What is WHA's Grievance and Appeal Procedure?

If you have a complaint with regard to WHA's failure to authorize, provide, or pay for a service that you believe is covered, a cancellation, termination, non-renewal or rescission of your membership, or any other complaint, please call Member Services for immediate assistance.

If your complaint is not resolved to your satisfaction after working with a Member Services representative, a verbal or written grievance or appeal may be submitted to:

Mail:	Western Health Advantage Attn: Appeals & Grievances 2349 Gateway Oaks, Suite 100, Sacramento, CA 95833
Secure fax:	916.563.2207
Call:	916.563.2250 or 888.563.2250 or 711 for TTY
Email:	appeal.grievance@westernhealth.com
Online form:	**mywha.org/grievance**

Please complete the attached form. Be sure to include a discussion of your questions or situation and your reasons for dissatisfaction. Submit the grievance or appeal to WHA's Member Services or Appeals & Grievances departments within one hundred eighty (180) days of the incident or action that caused your dissatisfaction. If you are unable to meet this period, please contact Member Services on how to proceed.

If you are appealing a denial of services included within an already-approved ongoing course of treatment, coverage for the approved services will be continued while the appeal is being decided.

If you believe that your membership has been or will be improperly canceled, rescinded or not renewed, you may request a review by WHA or go directly to the Department of Managed Health Care. If your coverage is still in effect when you submit your grievance, your coverage will be continued while your grievance is being decided, including during the time it is being reviewed by the Department of Managed Health Care. All premiums must continue to be paid timely for coverage to continue. At the conclusion of the grievance, including any appeal to the California Department of Managed Health Care, if the issue is decided in your favor, coverage will continue or you will be reinstated retroactively to the date your coverage was initially terminated. All premiums must be up to date and paid timely.

WHA will send an acknowledgment letter to you within five (5) calendar days of receipt of your grievance or appeal. A determination is rendered within thirty (30) calendar days. WHA will notify the Member of the determination, in writing, within three (3) working days of the decision being rendered. For appeals of denials of coverage or benefits, you will be given the opportunity to review the contents of the file and to submit testimony to be considered. Written notification of the disposition of the grievance or appeal will be provided to the Member and will include an explanation of the contractual or clinical rationale for the decision.

A grievance form and a description of the grievance procedures are available at every Medical Group and Plan facility. In addition, a grievance form will be promptly mailed to you if you request one by calling Member Services. If you would like assistance in filing a grievance or an appeal, please call Member Services and a representative will assist you in completing the form or explain how to write your letter. We will also be happy to take the information over the phone verbally or through a secure message via your online MyWHA account.

For detailed information about the grievance and appeal procedure visit **mywha.org/grievance** or call WHA Member Services at 916.563.2250 or 888.563.2250.

Terminal Illness Conference

If WHA has denied treatment, services or supplies deemed experimental and you have a terminal illness (a condition that has a high probability of causing death within one year or less), you can request a conference as part of the grievance system. Please indicate on the grievance form your request for a conference.

Plan Partner Grievances

If you have a grievance about your dental, vision or mental health services, visit **mywha.org/grievance** for special instructions.

Language Assistance

WHA wants to ensure all Members have access to the grievance and appeal system. WHA provides free-of-charge verbal and written translation services to those with limited English proficiency or with visual or other communicative impairments. Please contact WHA's Member Services Department for more information or visit **mywha.org/grievance** for more information.

GRIEVANCE/APPEAL REQUEST FORM

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Mail to: Western Health Advantage, Attn: Appeals and Grievances
2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833
Fax to: 916.563.2207
Email to: appeal.grievance@westernhealth.com
Direct questions to: 916.563.2250, 888.563.2250 toll-free or 711 for TTY
This form is also available online at **mywha.org/grievance**

Member Name _____ Member ID Number _____

Street Address _____

City, State, Zip Code _____ Birth Date _____

Daytime Telephone Number _____ Okay to Leave Message ☐ Yes ☐ No

Alternate Telephone Number _____ Okay to Leave Message ☐ Yes ☐ No

Name of Person Filing _____
(If Different Than Above, Please Complete the Attached Authorized Assistance Form)

Relationship _____ Daytime Telephone Number _____

Department/Location or Medical Facility Where Issue Occurred _____

Date(s) Issue(s) Occurred _____

Please Describe the Nature of the Issue(s) — Attach Additional Sheets if Needed

_____

_____

Please Explain How You Have Tried to Resolve the Issue(s)

_____

_____

What Would You Consider a Proper Solution to the Issue(s)?

_____

_____

Signature_____ Date_____

❑ Check Here If You Are Requesting A Terminal Illness Conference

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-888-563-2250** or TTY/TDD **711** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's internet website **www.dmhc.ca.gov** has complaint forms, IMR application forms and instructions online.

If you have an issue that involves an imminent and serious threat to your health (such as severe pain or potential loss of life, limb, or major bodily function) or if your grievance involves and/or is related to cancellation, rescission, or renewal of your plan enrollment, subscription, or contract, you can contact the California Department of Managed Health Care directly at any time without first filing a grievance with us.

For Internal Use Only: WHA Representative Name_____ Date Received_____

Authorization for the Use or Disclosure of Health Information

This form allows Western Health Advantage ("WHA") to use or disclose a member's protected health information (PHI) to another person or organization. WHA must obtain written authorization for any use or disclosure of a member's PHI that is not already permitted or required by law.

To prevent delay in processing the request, it is crucial that this form is filled out in its entirety.

Mail/Deliver to: Western Health Advantage, Attn: Member Services
2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833
Fax to: 916.568.0126
Email to: memberservices@westernhealth.com
Include in the Subject Line: Authorization for Use or Disclosure
For Your Information: *Emails can be intercepted during transmission allowing the message and attachments to be accessed, potentially compromising the information that is sent.*
Questions? 916.563.2250, 888.563.2250 toll-free or 711 for TTY
8 a.m. to 6 p.m. Monday through Friday (excluding holidays)

MEMBER INFORMATION

Name (First and Last) _____

WHA ID # _____ Date of Birth _____

Address _____

Phone # _____ Email _____

PERSON (THE RECIPIENT) AUTHORIZED TO RECEIVE THE MEMBER'S INFORMATION

Name (First and Last) _____

Relationship to Member _____

Address _____

Phone # _____

INFORMATION TO BE DISCLOSED TO THE RECIPIENT

Check only <u>one</u> of the two options.

- ❏ All information that WHA maintains, excluding sensitive information unless specifically authorized below.
- ❏ Only the following information, or types of information: (check all that apply)
  - ❏ Medication information (diagnosis, treatment, medication, including authorization, and referral status)
  - ❏ Health plan coverage and eligibility
  - ❏ Financial/billing information, excluding claims information
  - ❏ Claims status/payment information
  - ❏ Other _____

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Authorization for the Use or Disclosure of Health Information

IS THE RECIPIENT ALSO AUTHORIZED TO RECEIVE SENSITIVE INFORMATION AS DESCRIBED BELOW?

❑ No

❑ Yes — I authorize WHA to release:

❑ All sensitive information **OR**

❑ Only the following information:

❑ Alcohol/substance abuse ❑ Mental health ❑ Genetic information

❑ Sexually transmitted illness (including HIV/AIDS) ❑ Sexual, physical, or mental abuse

❑ Abortion/reproductive health (including pregnancy, contraception)

❑ Disclose the above information for the dates of service from _____ to _____

❑ For the above information, ALL dates of service

REASON FOR THIS AUTHORIZATION

Check only one:

❑ Personal use ❑ Legal ❑ Other _____

AUTHORIZATION TO ACT ON MEMBER'S BEHALF

Member authorizes the Recipient to perform the following:

❑ Enroll me/disenroll in/from Plan ❑ Choose/change my PCP ❑ Request new ID card

❑ Update demographic information ❑ All of the above

OR ❑ Not applicable

EXPIRATION

This authorization will remain in effect:

❑ for one (1) year from the date of your signature below **OR**

❑ until _____ (cannot be longer than three (3) years from the signature date)

(date)

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Authorization for the Use or Disclosure of Health Information

SIGNATURES

I understand and agree to the following:

- The member may revoke this authorization at any time by notifying WHA in writing. Revoking this authorization will not affect information WHA used or disclosed before receipt of the revocation request.
- WHA will not condition treatment, payment, enrollment in a health plan, or eligibility for benefits on whether you or your representative sign this authorization.
- If this authorization is on behalf of a minor, federal and state laws may prohibit WHA from acting on the request about sensitive information without written authorization from the minor (12 years of age or older);
- This will expire when the minor turns 18 or is legally emancipated, or may be revoked by the legally capacitated minor.
- If WHA discloses substance abuse information to another Covered Entity or Business Associate, federal law prohibits the re-disclosure the information without the members authorization.

MEMBER

Name (Print) _____

Signature _____ Date _____

PERSONAL REPRESENTATIVE

Name (Print) _____

Signature _____ Date _____

Please check the box that describes your relationship to the member:

❑ Parent of Minor ❑ Legal guardian ❑ Power of Attorney ❑ Executor ❑ Other _____

Documentary proof (including but not limited to: court documents, birth certificate, etc.) of your relationship/ authorization must be attached to this request. If you are requesting access to a minor's (12 years of age or older) records, federal and state laws may prohibit WHA from acting on your request if the information is related to sensitive services without written authorization from the minor.

Western Health Advantage complies with applicable Federal and California civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, as applicable. Western Health Advantage does not exclude people or treat them differently because of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability.

Western Health Advantage:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact the Member Services Manager at 888.563.2250 and find more information online at https://www.westernhealth.com/legal/non-discrimination-notice/.

If you believe that Western Health Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex, marital status, gender, gender identity, sexual orientation, age, or disability, you can file a grievance by telephone, mail, fax, email, or online with: Member Services Manager, 2349 Gateway Oaks Drive, Suite 100, Sacramento, CA 95833, 888.563.2250 or 916.563.2250, 711 (TTY), 916.568.0126 (fax), memberservices@westernhealth.com, https://www.westernhealth.com/legal/grievance-form/. If you need help filing a grievance, the Member Services Manager is available to help you. For more information about the Western Health Advantage grievance process and your grievance rights with the California Department of Managed Health Care, please visit our website at https://www.westernhealth.com/legal/grievance-form/.

If there is a concern of discrimination based on race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

Website: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf; Mail: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; Phone: 800.368.1019 or 800.537.7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

ENGLISH
If you, or someone you're helping, have questions about Western Health Advantage, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 888.563.2250 or TTY 711.

SPANISH
Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Western Health Advantage, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 888.563.2250, o al TTY 711 si tiene dificultades auditivas.

CHINESE
如果您，或是您正在協助的對象，有關於 Western Health Advantage**方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話**888.563.2250**或聽障人士專線**(TTY) 711**。**

VIETNAMESE
Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Western Health Advantage, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số 888.563.2250, hoặc gọi đường dây TTY dành cho người khiếm thính tại số 711.

TAGALOG
Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Western Health Advantage, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 888.563.2250 o TTY para sa may kapansanan sa pandinig sa 711.

KOREAN
만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 Western Health Advantage에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 888.563.2250이나 청각 장애인용 TTY 711로 연락하십시오.

ARMENIAN
Եթե Դուք կամ Ձեր կողմից օգնություն ստացող անձը հարցեր ունի Western Health Advantage-ի մասին, Դուք իրավունք ունեք անվճար օգնություն և տեղեկություններ ստանալու Ձեր նախընտրած լեզվով: Թարգմանչի հետ խոսելու համար զանգահարե՛ք 888.563.2250 համարով կամ TTY 711՝ լսողության հետ խնդիրներ ունեցողների համար:

PERSIAN-FARSI
اگر شما، یا کسی که شما به او کمک میکنید ، سوال در مورد Western Health Advantage (وسترن هلث اَدونتیج) داشته باشید حق این را دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. لطفا با شماره تلفن 888.563.2250 تماس بگیرید. افراد ناشنوا می توانند به شماره711 پیام تایپی ارسال کنند

RUSSIAN
Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Western Health Advantage, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 888.563.2250 или воспользуйтесь линией TTY для лиц с нарушениями слуха по номеру 711.

JAPANESE
ご本人様、またはお客様の身の回りの方でも、Western Health Advantageについてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合、888.563.2250までお電話ください。聴覚障がい者用TTYをご利用の場合は、711までお電話ください。

ARABIC
إن كان لديك أو لدى شخص تساعده أسئلة بخصوص Western Health Advantage، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون اية تكلفة. للتحدث مع مترجم اتصل بـ 888.563.2250، أو برقم الهاتف النصي (TTY) لضعاف السمع 711.

PUNJABI
ਜੇਕਰ ਤੁਸੀਂ, ਜਾਂ ਜਿਸ ਕਿਸੇ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਦੇ Western Health Advantage ਬਾਰੇ ਸਵਾਲ ਹਨ ਤਾਂ, ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਹਾਸਲ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੈ। ਦੁਭਾਸੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, 888.563.2250 'ਤੇ ਜਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਸੁਣਨ ਵਿੱਚ ਅਸਮਰਥ ਟੀਟੀਵਾਈ ਲਈ 711 'ਤੇ ਕਾਲ ਕਰੋ।

CAMBODIAN-MON-KHMER
ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលកំពុងជួយអ្នក មានសំណួរអំពី Western Health Advantage ទេ,
អ្នកមានសិទ្ធិទទួលជំនួយនឹងព័ត៌មាន
នៅក្នុងភាសារបស់អ្នក ដោយមិនអស់ប្រាក់។ ដើម្បីនិយាយជាមួយអ្នកបកប្រែ សូមទូរស័ព្ទ 888.563.2250 ឬ TTY សម្រាប់
អ្នកត្រចៀកថ្លង់ តាមលេខ 711។

HMONG
Yog koj, los yog tej tus neeg uas koj pab ntawd, muaj lus nug txog Western Health Advantage, koj muaj cai kom lawv muab cov ntshiab lus qhia uas tau muab sau ua koj hom lus pub dawb rau koj. Yog koj xav nrog ib tug neeg txhais lus tham, hu rau 888.563.2250 los sis TTY rau cov neeg uas tsis hnov lus zoo nyob ntawm 711.

HINDI
यदि आप, या जिस किसी की आप मदद कर रहे हो, के Western Health Advantage के बारे में प्रश्न हैं तो, आपको अपनी भाषा में मदद तथा जानकारी प्राप्त करने का अधिकार है। दुभाशिए के साथ बात करने के लिए, 888.563.2250 पर या पूरी तरह श्रवण में असमर्थ टीटीवाई के लिए 711 पर कॉल करो।

THAI
หากคุณ หรือคนที่คุณกำลังช่วยเหลือมีคำถามเกี่ยวกับ Western Health Advantage
คุณมีสิทธิที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของคุณได้โดยไม่มีค่าใช้จ่าย เพื่อพูดคุยกับล่าม โทร 888.563.2250 หรือใช้TTY
สำหรับคนหูหนวกโดยโทร 711