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Date: March 23, 2015

To: LME-MCOs

From: Mabel McGlothlen, LME System Performance Team Leader, DMH//DD/SAS, and Deb Goda, IDD Clinical Policy Manager, Behavioral Health Section, DMA

Subject: Innovations Appeals/Grievance chart

Attached to this *Communication Bulletin* is an updated version of the Appeals/Grievance chart that was originally sent as part of LME-MCO Communication Bulletin #8 on January 5, 2013. These appeal/grievance protocols are effective immediately. Please be advised that this chart in no way supersedes any current due process trainings, but merely clarifies how LME-MCOs should respond at different decision points during the administration of the Innovations waiver.

In addition, with respect to Line 22 of the attachment, LME-MCOs should add language similar to the following to any SIS result notices: "If you have any questions or concerns about the results of your SIS evaluation, you may contact _____. It is possible for results to be adjusted if you do not feel that your support needs were fully captured by the evaluation. You may also file a grievance if you do not agree with your SIS results. Filing a grievance does not prevent you from arguing that your SIS results are incorrect during an appeal of a denial or limited authorization of a request for services, or of a reduction, suspension, or termination of a previously-authorized service."

If you have questions, please contact Deb Goda at: deborah.a.goda@dhhs.nc.gov or (919) 855-4297.

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