




United Behavioral Health

Provider Complaints		Policy Identifier/Number: AD-16	
Annual Review Completed Date: February 2018			
Policy Category: Government – Pierce Regional Support Network	Applicable Lines of Business: Medicaid	Entity/Plan: Optum Pierce Behavioral Health Organization	State: Pierce County, Washington
Approved by: Bea Dixon, Executive Director		Signature: 	

Policy Statement and Purpose

Optum Pierce Behavioral Health Organization (BHO) has a provider complaint process so that providers can seek timely resolution of any issues that are causing dissatisfaction.

To describe the Optum Pierce BHO provider complaint process whereby providers can communicate with the Optum Pierce BHO about any issues causing dissatisfaction.

Policy Audience and Applicability

This policy is applicable to the Optum Pierce BHO and benefits administered through the Washington State Department of Social and Health Services (DSHS) current Prepaid Inpatient Health Plan (PIHP).

Policy Definitions

N/A

Policy Provisions

1. Optum Pierce BHO tries to resolve dissatisfaction providers have at the lowest level possible.
2. Informal complaint resolution includes immediate discussion between the contracted behavioral health care provider and Optum Pierce BHO staff about the complaint.
 - 2.1. The staff member is to attempt to resolve the complaint.
 - 2.2. If necessary, the staff member informs the provider that further research is necessary and gives the provider an estimate of the time needed before the staff member can offer a resolution.
 - 2.3. The staff member documents the complaint and any resolution to allow for trending and analysis of provider complaints over time.
3. If the provider is not satisfied with the complaint resolution or if the provider wants a

Optum is responsible for adhering to all applicable state and/or federal laws governing activities within the scope of this policy, including the Mental Health Parity and Addiction Equity Act (MHPAEA) and the Health Insurance Portability and Accountability Act (HIPAA) privacy requirements, as well as the applicable requirements, standards and regulations as set forth by the Employee Retirement Income Security Act (ERISA), the Center for Medicare and Medicaid Services (CMS), the Department of Labor (DoL), and any applicable accrediting organizations.

more formal filing of dissatisfaction, the provider may submit a written complaint.

- 3.1. The written complaint is to be submitted to the Optum Pierce BHO Quality Assurance/Performance Improvement (QA/PI) Unit.
 - 3.2. When it is received, the QA/PI staff routes the complaint to the appropriate parties to review and propose a resolution.
 - 3.3. The QA/PI staff documents the resolution and sends a resolution letter to the provider.
 - 3.4. The QA/PI staff documents the complaint and resolution to allow for trending and analysis of provider complaints over time.
4. Summary and analysis of provider complaints are presented to the QA/PI Committee on an annual basis as a *Quality Assurance/Performance Improvement Work Plan* metric.
 - 4.1. If analysis of trends detects any systemic issues that need to be addressed, a corrective action plan is to be developed by the involved parties, approved by the Optum Pierce QA/PI Manager, and implemented.
 - 4.2. The corrective action plan is to remain in place until satisfactory results are obtained.

Related Policies, Procedures & Materials

- Pierce Behavioral Health Organization policy: CR-02A - *Grievance and Appeal System: Grievance Process*
- Pierce Behavioral Health Organization policy: CR-06 - *Ombuds Services*
- Pierce Behavioral Health Organization policy: AD-13 - *Provider Training*

Attachments

N/A

Approval History

- Policy created and effective: 09/2009
- Policy and Procedure Committee review and approval: 10/26/2009
- Policy and Procedure Committee review and approval: 08/23/2010
- Policy and Procedure Committee review and approval: 09/26/2011
- Policy and Procedure Committee review and approval: 08/27/2012
- Policy and Procedure Committee review and approval: 12/02/2013
- Policy and Procedure Committee review and approval: 09/22/2014
- Policy and Procedure Committee review and approval: 09/28/2015
- Policy and Procedure Committee review and approval: 02/24/2016
- Operational Procedures and Standards Committee Reviewed and Accepted: 01/25/2017
- Optum Pierce BHO reviewed and accepted: February 2018