

“Grievance Resolution”

[County Letterhead]

NOTICE OF GRIEVANCE RESOLUTION

[Date]

[Members Name]

[Address]

[City, State Zip]

[Treating Provider’s Name]

[Address]

[City, State Zip]

RE: YOUR GRIEVANCE

You or *[Name of requesting provider or authorized representative]*, on your behalf, filed a grievance with the *[County]* on *[DATE]*. *[County]* has reviewed your grievance. This notice describes steps taken to resolve your grievance.

[Using plain language, insert: 1. A summary of the grievance filed by the member; 2. Steps taken to resolve the grievance (e.g., investigation, speaking with provider); 3. A clear and concise explanation of how the grievance was resolved, including if it was resolved in favor of the member; and, 4. The reasons for the decision.]

If you are dissatisfied with the resolution of your grievance, you may file another grievance with the *[County]*.

The County can help you with any questions you have about this notice. For help, you may call *[County]* *[hours of operation]* at *[24/7 toll-free telephone number]*. If you have trouble speaking or hearing, please call TTY/TTD number *[TTY/TTD number]*, between *[hours of operation]* for help.

If you need this notice and/or other documents from the County in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact *[County]* by calling *[telephone number]*.

If the County does not help you to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-888-452-8609.

[County Grievance Team]

Enclosed: *“Your Rights under Medi-Cal Managed Care”*

Notice of Availability

[Enclose notice with each letter]