

Grievance process

- If a participant does not agree with a decision made by PHW, about services they requested, they **MAY DO ONE OR BOTH OF THE FOLLOWING:**
- **Ask for an External Review:** Participants may ask for an external review of the Grievance decision within 15 days from the date on the notice. An external review is a review by a doctor who does not work for PA Health & Wellness.
- **Ask for a Fair Hearing:** Participants may ask for a Fair Hearing from the Department of Human Services. The participants request for a Fair Hearing must be in writing and must be postmarked within 120 days from the date on the notice. The participant can either fill out and sign the “Fair Hearing Request Form” or write a letter. The request should be sent to the address on the letter (Department of Human Services, OLTL/Forum Place, 6th floor, CHC Complaint Grievance and Fair Hearings, PO Box 8025, Harrisburg, PA, 17105-8025).
 - **To ask for an early decision:**
 - If the participant's doctor or dentist believes that waiting the usual time frame for deciding a Fair Hearing could harm the participant's health, the participant may ask that the Fair Hearing take place more quickly. For a decision to be made more quickly:
 - The participant can ask for an early decision by calling the Department at 1-800-757-5042 or by faxing a letter or the “Fair Hearing Request Form” to 717-346-7142.
 - The participant's doctor or dentist must fax a signed letter to 717-346-7142 explaining why taking the usual amount of time to decide the participant's request for a Fair Hearing could harm their health. If the participant's doctor or dentist does not send a letter, the participant's doctor or dentist must testify at the Fair Hearing to explain why taking the usual amount of time to decide the participant's request for a Fair Hearing could harm their health.
 - The Department will schedule a telephone hearing and tell the participant the decision within 3 business days from when it receives their request.
 - **To continue getting services:**
 - If the participant's have been getting the services or items that are being reduced, changed or denied and the participant asks for an external review verbally or in a letter that is hand-delivered or postmarked **within 15 days from the date on this notice**, the services or items will continue until a decision is made or if the participant asks for a Fair Hearing and their request is hand-delivered or postmarked **within 15 days from the date on this notice**, the services or items will continue until a decision is made.

Please note: Participants should never be limited to one or the other and/or one in front of the other. Totally up to the participant on next steps they would like to take.