

Grievance and Appeals

February 2024



How is a Grievance Filed?

What is a grievance?

- Any expression of dissatisfaction

When can a grievance be filed?

- Anytime you are dissatisfied with your Wellpoint services

Who can file a grievance?

- Member, Member Representative (with consent) or Provider on behalf of member (with consent)

How do I file a grievance?

- You or your representative can call Member Services at the phone number listed on the back of your ID card
- Use the online grievance form located at: [Iowa Medicaid Health Insurance | Wellpoint](#), form is located at the bottom of page.
- Mail a grievance in to:
Grievances and Appeals Dept
Wellpoint Iowa
4800 Westown Parkway, Ste. 200
Wes Des Moines, IA 50266
- Ask your provider to help you file one on your behalf



How is a Grievance Handled?

What information is needed when you file a grievance?

- Member ID, phone number and address verification
- Detailed description of issue
- Provider information if its against a provider
- Date of incident
- All related information about your grievance

What happens once Wellpoint receives your grievance?

- You will receive an acknowledgement letter within 3 business days of when we receive your grievance
- We will review and investigate your grievance
- You will receive a resolution letter within 30 calendar days of when we receive your grievance



How is an Appeal Filed?

What is an appeal?

- A request to review a denied service or referral.
- You can appeal our decision if a service was denied, reduced or ended early.

When can an appeal be filed?

- Within 60 calendar days from the date in our first denial letter (adverse benefit determination letter)

Who can file an appeal?

- You, your approved representative (with written consent), or your provider on your behalf of you (with written consent).

How do I file an appeal?

- Call: 1-800-600-4441 (TTY 711) or direct at 515-327-7012 (TTY 711)
- Fax: 1-844-400-3465
- Email: NationalMedicaidGAIntake@anthem.com
- Mail: Grievances and Appeals Department
Wellpoint Iowa, Inc.
4800 Westown Parkway, Ste. 200
West Des Moines, IA 50266



How is an Appeal Handled?

What information is needed when you file an appeal?

- Member ID, phone number and address verification
- Prior Authorization reference number (listed on your denial letter)
- Name of provider
- Type of Service
- Iowa Department of Human Services Authorized Representative for Managed Care Appeals Form (470-5526) for member representatives, or provider on your behalf member appeals.
- You can send any other information to help with this review.

What happens once Anthem receives your appeal?

- We will send you a letter within three business days. The letter will let you know we got your appeal.
- We may request additional information from your doctor/provider.
- A different provider than the one who made the first decision will review your appeal.

How will I be notified?

- We'll send you and your provider a letter with the answer to your appeal
 - Within 72 hours if your appeal is expedited.
 - Within 30 calendar days from when we get your appeal if your appeal is not expedited.



How is an Appeal Handled?

What will the letter tell me?

- Let you and your provider know what we decided.
 - ✓If Overturned/Approved- Services can be scheduled/completed.
 - ✓If Upheld/Denied- Tell you and your provider how to find out more about the decision and your rights to a fair hearing.

What do you do if you disagree with the appeal decision?

- You, your approved representative, or your provider on your behalf and with your written consent has the right to ask for a state fair hearing after you have gone through our appeal process.
- You must ask for a state fair hearing within 120 calendar days from the date on the letter from us that tells you the result of your appeal.

How to file for a State Fair Hearing?

Please mail, fax or email your appeal to:

Department of Health and Human Services

Administrative Rules and Appeals Bureau, Compliance Division

1305 E Walnut St 5th Floor

Des Moines, Iowa 50319-0114

Fax: (515) 564-4044

Email: appeals@dhs.state.ia.us



