

Independent Health Appeals and Grievances Data Report

January 1, 2019 to December 31, 2019

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| What kind of information is this? | Medicare Advantage plan members have the right to file an appeal or grievance with their plan. Individuals eligible to enroll in a Medicare Advantage plan have the right to request information about the number of appeals and grievances a plan receives. The next few pages contain information about the appeals and grievances that Independent Health received in 2019. |
| How many members does Independent Health have? | Independent Health has about 66,437 members. |
| What is a level 1 appeal? | <p>A level 1 appeal is a formal request for Independent Health to review Independent Health's decision not to pay for, not to provide, or to stop an item or service that a member believes they need.</p> <p>If a member cannot get an item or service that the member feels they need, or if the plan has denied payment of a claim for a service the member has already received, the member can appeal to the plan. For example, a member might appeal our decision to stop physical therapy, to deny a visit to a specialist, or to deny payment of a claim.</p> <p>The number of level 1 appeals Independent Health had in 2019 can be found on line 1 of the attached report. The number of level 1 appeals received per 1,000 members can be found on line 2.</p> |
| What can happen with level 1 appeals? | <p>Plans may decide to pay for or to provide all services that the member asked for. These are called favorable decisions.</p> <p>Sometimes, plans decide not to pay for or to provide the services that the member asked for. These are called unfavorable decisions.</p> <p>Sometimes a member may decide to withdraw their appeal. Because the plan doesn't do anything with a withdrawn appeal, they are not included in this report.</p> <p>The number of favorable level 1 appeal decisions Independent Health made can be found on line 3 of the attached report. Unfavorable decisions can be found on line 4.</p> |

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| <p>What is a grievance?</p> | <p>A grievance is a complaint that a member makes about Independent Health. For example, a member can file a grievance when they are unhappy because they believe their plan gives them too much or too little information, there are long wait times when calling the plan, a doctor's office waiting room is too cold, or they have to travel long distances to get to their doctor.</p> <p>The number of grievances Independent Health had in 2019 can be found on line 5 of the attached report. The number of grievances received per 1,000 members can be found on line 6.</p> |
| <p>Where can I get more information about appeals and grievances?</p> | <p>If you are a member of Independent Health, you have the right to file an appeal or grievance.</p> <p>You can contact Independent Health at 1-800-665-1502 or 716-250-4401 (Hours are October 1-March 31: Monday-Sunday, 8 a.m. - 8 p.m., April 1-September 30: Monday-Friday, 8 a.m. - 8 p.m.) to resolve a concern you may have or to get more information on how to file an appeal or grievance. TTY users can call 711. You may also refer to your Evidence of Coverage for a complete explanation of your rights.</p> <p>You also can contact the Beneficiary and Family Centered Care-Quality Improvement Organization (QIO) at 1-866-815-5440 (TTY: 1-866-868-2289) for more information about quality of care grievances or to file a quality of care grievance.</p> |



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January 1, 2019 to December 31, 2019

Average Number of Members in 2019: 66,437

Level 1 Appeals

| | Description | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Year Total |
|---|--------------------------------------|-----------|-----------|-----------|-----------|------------|
| 1 | Level 1 appeals received | 1049 | 811 | 789 | 682 | 3331 |
| 2 | Level 1 appeals per 1,000 members | 15 | 12 | 11 | 10 | 12 |
| 3 | Favorable level 1 appeal decisions | 468 | 462 | 444 | 396 | 1770 |
| 4 | Unfavorable level 1 appeal decisions | 581 | 349 | 345 | 286 | 1561 |

Grievances

| | Description | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Year Total |
|---|------------------------------|-----------|-----------|-----------|-----------|------------|
| 5 | Grievances received | 2274 | 2537 | 2357 | 2145 | 9763 |
| 6 | Grievances per 1,000 members | 41 | 38 | 35 | 32 | 32 |

Quarter 1: January 1 – March 31

Quarter 2: April 1 – June 30

Quarter 3: July 1 – September 30

Quarter 4: October 1 – December 31

Year Total: January 1 - December 31

