

# Appeals and Grievances

## Coordinated Care Initiative / Cal MediConnect

### Appeals

#### The Basics

- If you have been denied a benefit or your benefit has been reduced or terminated, you have the right to appeal that decision. You may be entitled to a fast or urgent appeal.
- You should receive a notice of action explaining the denial, reduction, or termination. The notice should detail your rights to appeal and provide a timeline.

#### Getting Started

- The first step is to appeal directly with your health plan.

#### Aid Paid Pending: Keep your benefits from changing

- It is important to request your appeal within 10 days of the action to keep your benefits from changing or stopping. Aid Paid Pending will keep your benefits from changing or stopping until the outcome of your appeal.

#### Next Level of Appeal

- Contact Inland Counties Legal Services for advice on the next steps for your appeal.

### Grievances

#### The Basics

- If you are unhappy with your plan or the providers, you may file a grievance. Some of the reasons to request a grievance include: not being able to secure timely access to appointments or types of providers; issues with physical access or language access; or dissatisfaction with quality of services. You may be entitled to a fast or urgent grievance.

#### Getting Started

- File your grievance with your health plan. The plan must respond within 30 days.

#### Next Level of Grievance

- Contact Inland Counties Legal Services for advice on the next steps for your grievance.

### Contact Us

#### Inland Counties Legal Services, Inc.:

- 1-951-213-4664      Toll Free: 1-888-245-4257



*Inland Counties*  
**LEGAL SERVICES**

\*\*\*THIS CONSUMER ASSISTANCE PROJECT IS DONE IN CONJUNCTION WITH THE LEGAL AID SOCIETY OF SAN DIEGO AND THE CALIFORNIA DEPARTMENT OF MANAGED HEALTH CARE\*\*\*ICLS is a non-profit 501c(3) corporation serving Riverside and San Bernardino Counties and receives federal, state, and local county funding. Funders are the Legal Services Corporation, State Bar of California Interest on Lawyers' Trust Accounts, State Bar of California Equal Access Fund, San Bernardino County Department of Aging and Adult Services, Riverside County Office on Aging and Department of Housing & Urban Development.