[Instructions for Health plan: (Do not include bracketed instructions in letters to members.)

Document Title: Acknowledgement of Grievance Letter Template

Health plans are required to send acknowledgement of receipt letters when they receive a grievance from a member. To comply with 42 CFR § 438.406, DHS requires health plans to include the following language in their notice to members acknowledging receipt of the member’s grievance.

**How to use this notice template**

* Health plans may modify the format of this letter as needed to ensure readability and accessibility for members. However, all information must remain in the letter unless otherwise noted in these instructions.
* Health plans must also notify members when a grievance is resolved. At this time, DHS does not have a template letter or mandatory language for inclusion in a letter to the member. Health plans may use their existing grievance resolution letters but need to submit them to DHS for review.]

# **We Received Your Grievance**

<Mailing Date>

|  |  |
| --- | --- |
| <Member’s Name> | <Member MA ID Number> |
| <Member/Authorized Representative’s Address> |  |

Dear <First Name > <Last Name>,

<Health plan name> received your grievance on <date>. A grievance is any complaint you have about your health plan or health care provider that is not related to a denial, change, or delay in your benefits. We have up to 30 days to decide on your grievance. We will send you our decision by **<date the health plan received the grievance + 30 calendar days>**. If we need more than 30 days to decide, we will let you know in writing.

## **Getting help with your grievance**

You can get help or ask questions about the grievance process by contacting our member advocate at <phone number>.

To talk to someone outside of <Health Plan Name>, call the BadgerCare Plus and Medicaid SSI ombuds at 800-760-0001. An ombud is a person who helps solve problems members have with care or services they get through BadgerCare Plus and Medicaid SSI. If you are enrolled in a Medicaid SSI plan, you can also call an SSI managed care advocate at 800-928-8778 for help.

<Signature block>