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LME-MCO Communication Bulletin #J173

Date: December 11, 2015

To: LME-MCOs

From: Deb Goda, IDD Manager, Behavioral Health Section, DMA and Mabel McGlothlen, I/DD, TBI, and System Performance Section Chief, DMH/DD/SAS

Subject: Innovations Appeals/Grievance chart

The purpose of this bulletin is to clarify how LME-MCOs should respond at different decision points during the administration of the Innovations waiver.

Attached to this *Communication Bulletin* is an updated version of the Appeals/Grievance chart that was originally sent as part of LME-MCO Communication Bulletin #8 on January 5, 2013 and updated in [LME-MCO Communication Bulletin #127](#) on March 20, 2015.

Line 11a has been revised to state that LME-MCOs shall provide written notice and due process rights when the LME-MCO denies (in whole or in part) a participant's request for services in excess of the maximum benefit limit contained in the waiver and approves services up to the maximum benefit limit.

These appeal/grievance protocols are effective immediately. This chart does not supersede any current due process trainings, but merely clarifies how LME-MCOs should respond at different decision points during the administration of the Innovations waiver.

If you have any questions, please contact Deb Goda at deborah.goda@dhhs.nc.gov or 919-855-4297.

Previous bulletins can be accessed at: <http://jtcommunicationbulletins.ncdhhs.gov/>

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