

Complaint and grievance policy specific to Health Partners Plan members

Magellan is committed to ensuring the provider-initiated member grievance and appeals policy for Health Partners Plan – KidzPartners program is compliant with our contractual requirements.

Our policy

Participating providers have the right to initiate member grievances on their behalf.

What you need to do

Your responsibility is to:

- Obtain member/guardian consent prior to the onset of the grievance process.
- Documentation of consent must be submitted with the request.

What Magellan will do

Magellan's responsibility is to:

- Process the grievance according to contractual requirements.