

Mass General Brigham PPO Health Plan Appeals and Grievances Data

Report January 1, 2023 to December 31, 2023

<p>What kind of information is this?</p>	<p>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 Mass General Brigham Health Plan received in 2023.</p>
<p>How many members does Mass General Brigham Health Plan have?</p>	<p>Mass General Brigham Health Plan has about 998 members.</p>
<p>What is a level 1 appeal?</p>	<p>A level 1 appeal is a formal request for Mass General Brigham Health Plan to review Mass General Brigham Health Plan'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 Mass General Brigham Health Plan had in 2023 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>
<p>What can happen with level 1 appeals?</p>	<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 Because the plan dismisses a withdrawn appeal, they are not included in this report.</p> <p>The number of favorable level 1 appeal decisions Mass General Brigham Health Plan made can be found on line 3 of the attached report. Unfavorable decisions can be found on line 4.</p>

<p>What is a grievance?</p>	<p>A grievance is a complaint that a member makes about Mass General Brigham Health Plan. 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 Mass General Brigham Health Plan had in 2023 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 Mass General Brigham Health Plan, you have the right to file an appeal or grievance.</p> <p>You can contact Mass General Brigham Health Plan at 1-855-833-3668 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 (216) 447-9604 for more information about quality of care grievances or to file a quality of care grievance.</p>

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Mass General Brigham Health Plan Appeals and Grievances Data Report

January 1, 2023 to December 31, 2023

Average Number of Members in 2023: 998

Level 1 Appeals

	Description	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total
1	Level 1 appeals received					
2	Level 1 appeals per 1,000 members					
3	Favorable level 1 appeal decisions					
4	Unfavorable level 1 appeal decisions					

Grievances

	Description	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total
5	Grievances received					
6	Grievances per 1,000 members					

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
