



Member Grievance/Appeals Request Form

Mail this form to:

Molina Healthcare of Mississippi
Attn: Grievance & Appeal Department
1020 Highland Colony Parkway Suite 602
Ridgeland, MS 39157
Toll free: (866) 472-9484
Fax Number: (844) 808-2407

Please Print

Member's Name	Today's Date

If you are not the member, give us your name. Please fill out and sign the "Appointment of Representative Form" attached. You don't have to use this form. If so, you can send us a written and signed letter by the member:

Relationship to the Member

Member's ID #	Daytime telephone

Specific issue(s) (If you need more space, you can send us another paper.)

Member's Signature	Date

If you would like help with your request, you can call or write to us at:

Molina Healthcare of Mississippi
Attn: Grievance & Appeal Department
1020 Highland Colony Parkway Suite 602
Ridgeland, MS 39157
Toll free: (866) 472-9484
Fax Number: (844) 808-2407

How to file a grievance or appeal:

1. Fill out this form. Tell us the issue(s) as best as you can.
2. You may want to send us copies of your records. If so, please send it along with this form or the written approval. (Do Not Send Originals)
3. You may give us your info in person. To do this, call us at (866) 472-9484, TTY/TDD 711.
4. We can help you write your request. We can help you in the language you speak. If you need services for the hard of hearing, you may call our phone number at (866) 472-9484, TTY/TDD711.
5. If you are 18 and over; and have someone else acting on your behalf, an Appointment of Representative (AOR) Form is needed. We will check our files to see if you have already been approved. Molina Healthcare gives you an "Appointment of Representative Form" for your benefit. Please use the AOR that is attached or send us a written and signed letter.
6. We will still work the grievance or appeal, but the info will not be sent to you until you are approved by the Member. If we do not receive any kind of approval, the decision will be sent only to the member.
7. You may want to see the case file. You can ask to see or get copies of the case file at any time. This is free. Your file can have all of your medical records. It can also have any other papers about your case.
8. You may have let someone act on your behalf. If so, they can also go over your grievance or appeal file.
9. Fill out and send to:
Molina Healthcare of Mississippi
Attn: Grievance & Appeal Department
1020 Highland Colony Parkway Suite 602
Ridgeland, MS 39157
Fax: 1-844-808-2407
10. We will send you a letter. The letter will let you know we got your request.

Thank you for using the Molina Healthcare Member Grievance Process.



Esta información está disponible gratuitamente en otros idiomas. Favor de comunicarse con nuestro Departamento de Servicios para Miembros al (866) 472-9484 o para los usuarios de TTY/TDD al 711, de lunes a viernes, de las 7:30 a.m. a 8:00 p.m.

Member Information

Member Name

Molina Member ID Number

Appointment of Representative

I agree to name _____ (Name and address) to act on my behalf for a grievance/appeal for _____ (specific issue).

I approve this person to make or give any request or notice for me. This person can present or show any facts or evidence. This person can also get info on any past, present or future treatments, testing, evaluations, drugs, diagnosis, and results. This person can also talk about all my medical care or services. This person can also talk about my claims or bills I may have received. In addition this person can receive any notice about my pending grievance or appeal.

Signature (Member)

Address

Telephone Number (with area code)	Date

Acceptance of Appointment

I, _____, agree to the above. I confirm that I have not been suspected or banned from practice before the Social Security Administration. I am not a current or former officer or employee of the United States disqualified as acting as the members' representative; that I will not charge or get any fee(s) for the representation unless it has been approved in agreement with the laws and regulations.

I am a/an _____
(Attorney, union representative, relative, etc.)

Signature (Representative)

Address

Telephone Number (with area code)	Date