

Section 6 | Member Complaints and Appeals

Member Complaints

If you or your patient, our member, are dissatisfied with any aspect of the operation of **Curative**, including but not limited to dissatisfaction with plan administration, you may either file a complaint.

When **Curative** is notified of a complaint, orally or in writing, we will send a letter acknowledging the date we received the complaint not later than the fifth business day after the date of receipt of the complaint. If the complaint was received orally, **Curative** will enclose a Complaint Form clearly stating that the Complaint Form must be returned to us for prompt resolution. After receipt of the written Complaint or Complaint Form, we will investigate and send a letter with our resolution within 30 calendar days.

A complaint expressing dissatisfaction with an adverse determination constitutes an appeal of that adverse determination and will be processed according to the appeals process stated in *Section 5: Adverse Determinations of this Provider Manual*. A complaint concerning ongoing emergencies or denial of continued stay for hospitalization will be resolved in one business day of receipt of the complaint. The investigation and resolution shall be concluded in accordance with the medical immediacy of the case.

Complaints should be directed to **Curative** Provider Services at 855-414-1083 or in writing to:

Curative Health Plan
ATTN: Provider Appeals
P.O. Box 1786
Austin, Texas 78767

Member Appeals Process

A provider may file an appeal, for themselves or on behalf of their patient, our member.

Curative provides an appeal process for a provider who is not satisfied with the resolution of the complaint. The appeals process allows a provider to appear before a **Curative** Appeal Panel. Appeals must be made in writing and submitted to the following address:

Curative Health Plan
ATTN: Provider Appeals
P.O. Box 1786
Austin, Texas 78767

Curative will send an acknowledgment letter to the member not later than the 5th business day after the date the written request for appeal is received and will complete the appeals process not later than the 30th calendar day after the date the written request for appeal is received.

Contact Information

If you have questions and/or require clarification regarding a complaint and/or the appeal process, please do not hesitate to contact **Curative's** Provider Services Department.

Provider Services 855-414-1083
P.O. Box 1786
Austin, TX 78767