



# Pharmacy Managed Care Complaint Process

HHSC defines a complaint as any dissatisfaction expressed by telephone or in writing by the pharmacy provider. The definition of complaint does not include a misunderstanding, or a problem of misinformation, resolved promptly by clearing up the misunderstanding or supplying the appropriate information to the provider's satisfaction.



## Complaint Process

### STEP 1

Pharmacy providers should submit their complaints directly to the appropriate managed care organization (MCO).

Refer to the Managed Care Resource Documents page on the Vendor Drug Program website, [txvendordrug.com](http://txvendordrug.com), for call center phone numbers and links to MCO websites or procedure manuals.

### STEP 2

MCOs must resolve provider complaints within 30 days of receiving the complaint.

The MCOs are also required to resolve pharmacy provider complaints received by HHSC and referred to the MCOs no later than the due date requested by HHSC.

### STEP 3

Pharmacy providers must exhaust the complaint or grievance process with the MCO before filing a complaint with HHSC.

If a pharmacy provider believes it did not receive the entire due process from the MCO, they can then file a complaint with HHSC by sending a secure email to [hpm\\_complaints@hhsc.state.tx.us](mailto:hpm_complaints@hhsc.state.tx.us) or by filling out the online form at [texashhs.org/ManagedCareProviderComplaint](http://texashhs.org/ManagedCareProviderComplaint).

## What you'll need when you contact HHSC:

- Provider name, National Provider Identifier number, phone number and contact person submitting the complaint.
- Member Medicaid ID number, name, birthday and address.
- Summary of complaint and any associated documents to be sent via secure email.

## HHSC will:

- Send you an acknowledgment letter within three to five business days.
- Start working on your complaint.
- Check in with you within five business days of receiving the complaint.
- Inform you of their decision and anything you might need to do as a result.

To learn more about the Texas Vendor Drug Program, visit [txvendordrug.com](http://txvendordrug.com).

Pharmacy staff can earn free continuing education credits at [txhealthsteps.com](http://txhealthsteps.com).