Complaint and Grievance Form

This form may be used to send a complaint or grievance to Healthy Mississippi, Inc. Complaints are called *grievances* in health plan terms. Each complaint will be investigated according to Medicare rules. Your experience with our Health Plan, doctors and hospitals in our network is important. We will do our best to address your concerns and needs. Please fill in each section on this form and sent it to us by one of these following methods:

Mail to: Healthy Mississippi, Inc. Attention: Grievance Department 10996 Four Seasons Place Suite 101 Crown Point, IN 46307	**Email to:** quality@qualexahealthcare.com **Fax to:** 601-427-0760 **Call us at:** 833-201-6413

What is your name?							
What is your address?	Street:						
	Street 2:						
	City:						
	State and Zip Code:						
What is your phone number?							
Alternate phone number?							
When is the best time to call to discuss this complaint?	Morning		Afternoon		Evening after 5p		
May we email you?	Yes		No				
If yes, what is your email address?							
What is your main complaint? Include as many details as possible so we can understand what happened. *Continued on the next page*.							

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Main complaint continued…	
Where did this happen? Examples: - On the phone - In the doctor's office - At the hospital - At my home	
When did this happen? Examples: - On Tuesday morning - On January 4th	
Who was involved? Be specific with names if you know them and what their role in the event was. Example: - The clerk in the office - The doctor on call - The home health nurse	
Additional details or other things we need to know?	

Most complaints are answered within 30 calendar days. If we need more information and the delay is in your best interest or if you ask for more time, we may take up to 14 more calendar days to answer your complaint. If we decide to take extra days, we will send you a letter to explain why.

If you are making a complaint because we denied your request for a fast coverage decision or a fast appeal, we will automatically give you a fast complaint. If you have a fast complaint, it means we will give you **an answer within 24 hours**.