Complaint (Grievance) Form

Use this form to tell Healthy Arkansas, Inc. about a problem with our plan, our service, or the doctors, hospitals, and other providers in our network. In Medicare, a complaint is called a grievance.

Section 1: Who is filing?

☐ Member ☐ Representative

Representatives: Fill in below. Unless we have one on file from the past year, include a signed Appointment of Representative form (CMS-1696) or equivalent written notice.

Representative name		Phone	
Mailing address			

Section 2: Member information

Member name		Member ID	
Date of birth		Phone	
Mailing address			
Best time to call	☐ Morning ☐ Afternoon ☐ Evening (after 5 p.m.)		
May we email you?	☐ Yes ☐ No		
If yes, email			

Section 3: Your complaint

What is your main complaint? Include as many details as possible so we can understand what happened.	
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 was. *Examples:* • The clerk in the office • The doctor on call • The home health nurse	
Additional details or other things we need to know?	

Send this form to:

Mail: Healthy Arkansas, Inc. Attn: **Appeals and Grievances** PO Box 21388 Eagan, MN 55121	**Email:** quality@healthy-ar.com **Fax:** 501-274-4641 **Phone:** 1-844-325-0275 (TTY 711) Hours are 8:00 am – 8:00 pm CST 7 days a week from October 1 to March 31, and Monday through Friday from April 1 to September 30.

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. If we take extra days, we will send you a letter explaining why.

If your complaint is that we denied your request for a fast coverage decision or fast appeal, or that we took extra time to make one, we will automatically give you a fast complaint. This means we will give you an answer within 24 hours.

Healthy Arkansas, Inc. is a HMO and PPO plan with a Medicare Contract. Enrollment in our plans depends on contract renewal and service area. Our plans are not available in all counties.