

Medicare Advantage

Filing a Grievance (Complaint) with Us

A Grievance is any complaint other than one that involves an Organization Determination. You may file a Grievance either orally or in writing, no later than 60 days after the event or incident that led to the Grievance. You may file a Grievance for a variety of reasons, including:

- You feel that you are being encouraged to leave (disenroll from) your Medicare Health Plan.
- Problems getting an appointment.
- Disrespectful or rude behavior by providers or staff.
- Cleanliness or condition of a hospital or doctor's office
- You disagree with our decision not to give you a "fast" Organization Determination or Appeal

You will receive a response within:

- 24 hours if your Grievance involves a refusal to give you a "fast" Organization Determination or Appeal.
- 30 calendar days for all other Grievances. We may extend the timeline by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.

If you have a Grievance, you can call Customer Service at **1-855-204-2744** (toll free), or TTY 711, during the hours of operation:

- October 1 - March 31, the Customer Service hours are 8 a.m. - 8 p.m. Eastern Time, seven days a week.
- April 1 - September 30, the Customer Service hours are 8 a.m. - 8 p.m. Eastern Time, Monday through Friday. Our automated phone system handles calls received after 8 p.m. and on Saturdays, Sundays and holidays.

You can also mail your grievance to:

BlueCross BlueShield of South Carolina Medicare Advantage
P.O. Box 100191
Columbia, SC 29202-3191

You Can Also Contact Medicare

If you have questions, call 1-800-MEDICARE (TTY users should call 1-877-486-2048), 24 hours a day, 7 days a week.

While we encourage you to contact Customer Service first when you have a Grievance, you can also tell Medicare about your grievances directly by visiting the [Centers for Medicare & Medicaid Services \(CMS\) website](#).

Complaints About Quality of Care

If you have a complaint about the quality of care you received, such as about getting discharged from the hospital too soon, you may also complain to the Quality Improvement Organization (QIO).

Acentra Health
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
Phone: 1-888-317-0751 TTY: 711
Web: www.acentraqio.com/

For a complete description of your Appeal and Grievance rights, please see your **Evidence of Coverage**.