

Provider Notice



Member Feedback and Substantiated Complaints

Magellan Behavioral Health of Pennsylvania (Magellan) receives primarily positive feedback and survey results from members regarding the services provided through the HealthChoices' Program. However, not all feedback we receive is positive. We also field complaints from members regarding their experience and interactions with providers.

Magellan uses information gained from member complaints to identify areas where opportunity for improvement may exist. We review data for trends involving individual providers or agencies, as well as trends regarding issues reported in complaints.

We also identify areas of opportunity through the review of individual member complaints. When this happens, a complaint is considered to be substantiated. A substantiated complaint is defined as:

The available information supported the Member's complaint and a corrective plan of action is needed.

Going forward, if we identify a substantiated complaint involving your agency we will collaborate with you to develop a Complaint Resolution Plan to address the concern with the goal of improving the care and the quality of services for HealthChoices' members.

Thank you for your continued support.

www.MagellanProvider.com

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This email was sent by Magellan Behavioral Health of Pennsylvania, Inc.

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