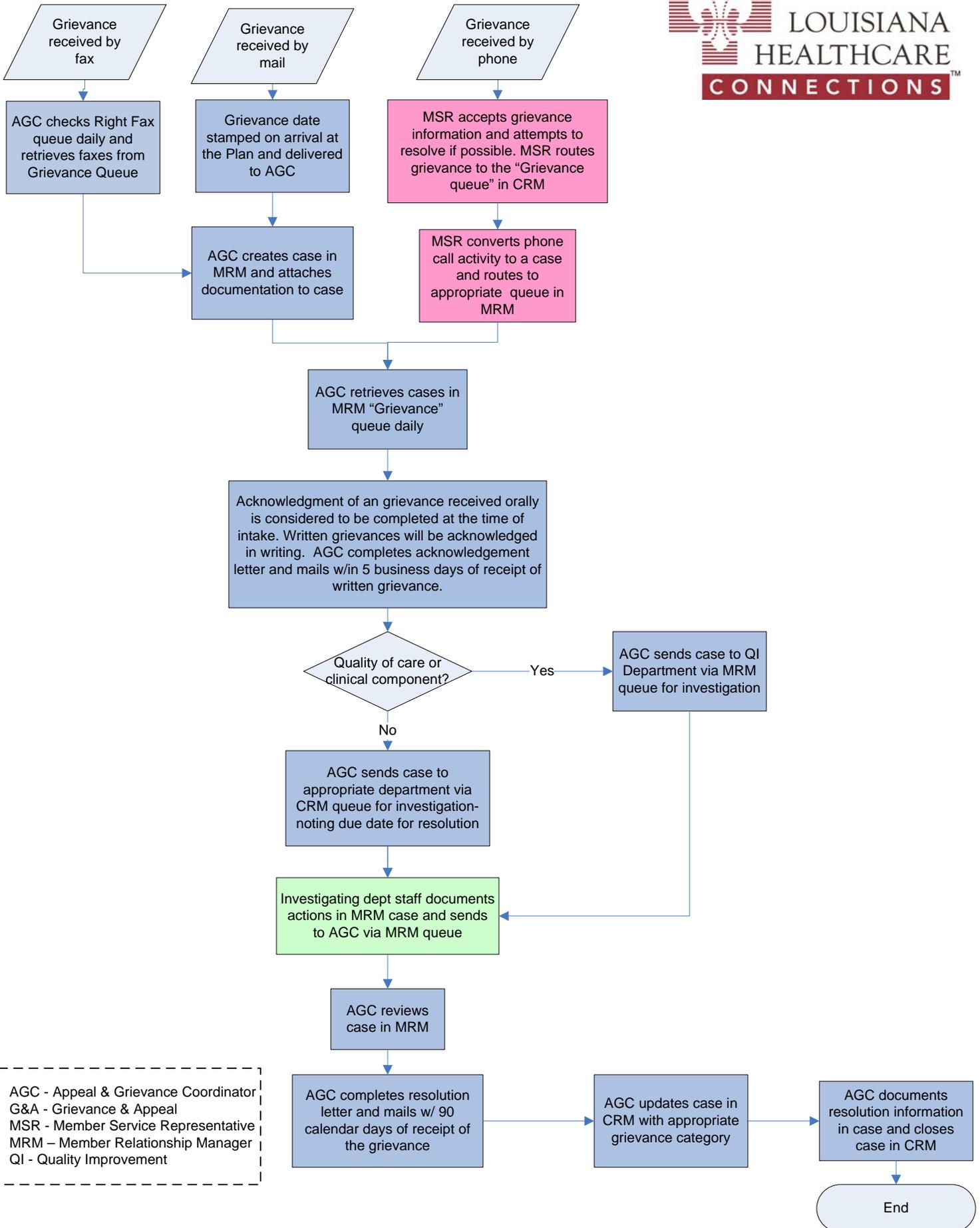


# Chart C1: Member Grievance Process

\* Grievance can be filed by a member, provider (with member's written consent), or authorized representative.

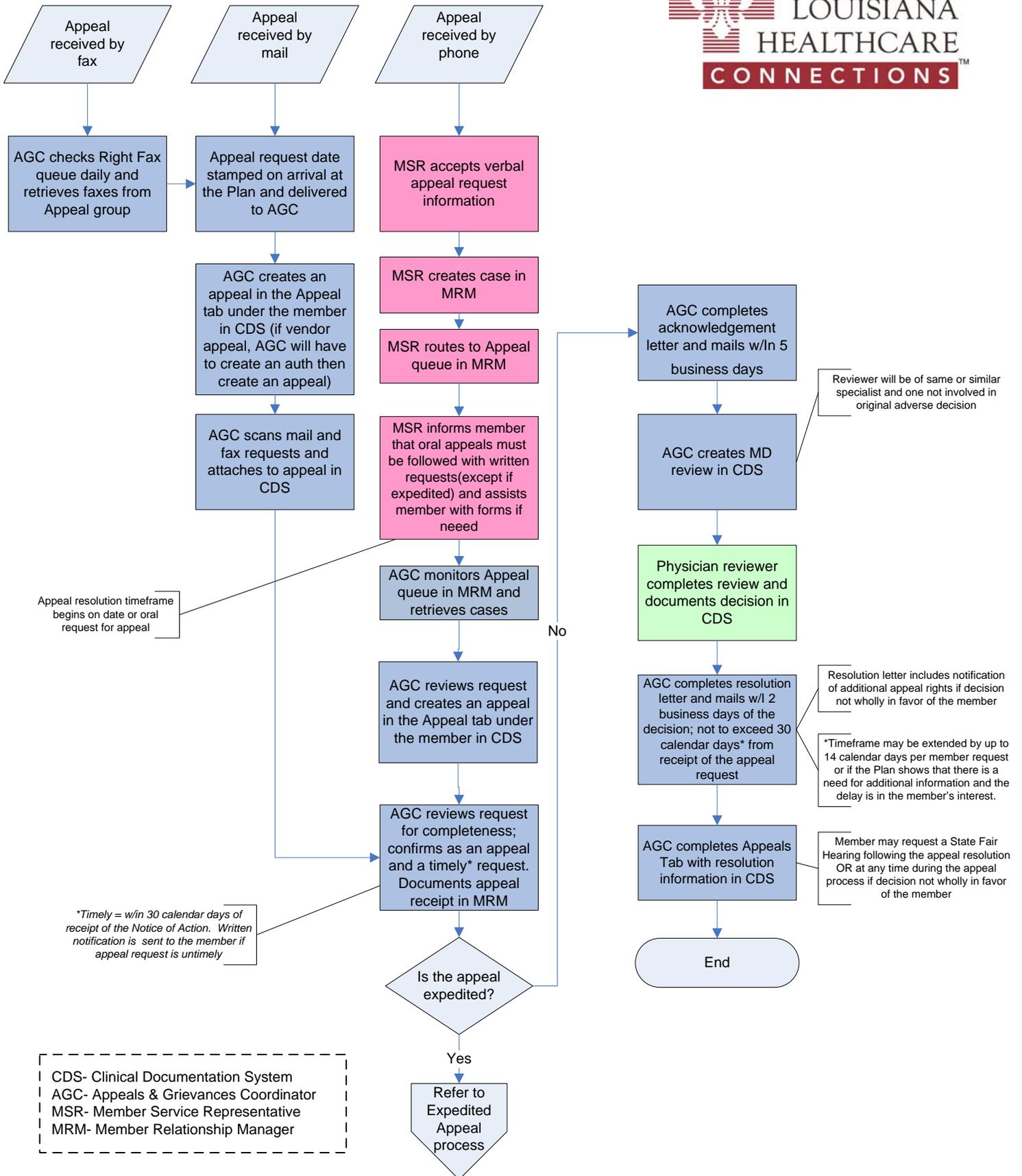




# Chart C2: Standard Appeal Process



\* Appeal can be filed by a member, provider (with member's written consent), or authorized representative.

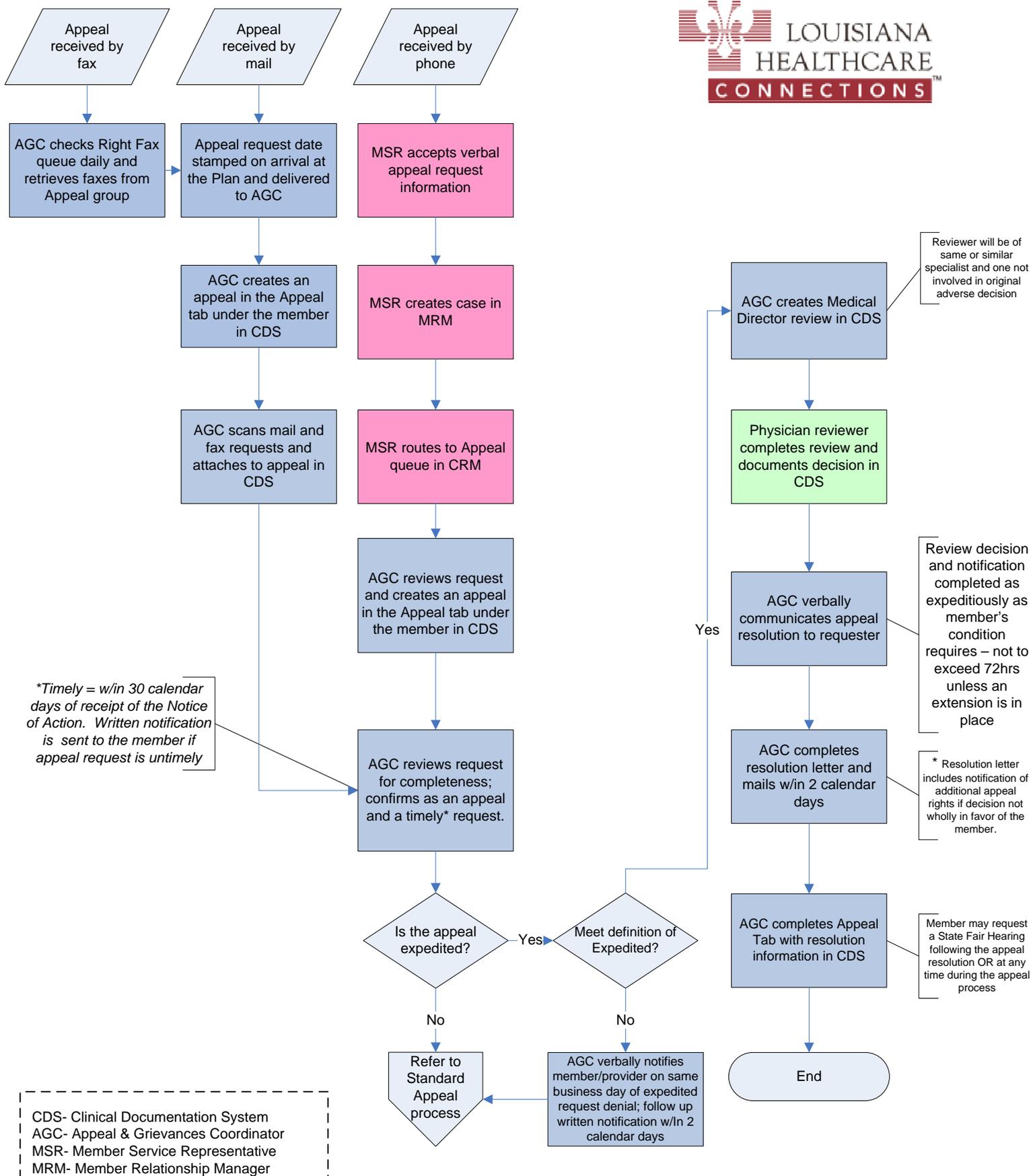


CDS- Clinical Documentation System  
 AGC- Appeals & Grievances Coordinator  
 MSR- Member Service Representative  
 MRM- Member Relationship Manager



# Chart C3: Expedited Appeal Process

\* Appeal can be filed by a member, provider, or authorized representative.



CDS- Clinical Documentation System  
 AGC- Appeal & Grievances Coordinator  
 MSR- Member Service Representative  
 MRM- Member Relationship Manager

**\*Expedited appeals which do not meet criteria for expedited process will be transferred to the standard appeal process**