

HEALTHY MICHIGAN PLAN GRIEVANCE/APPEALS REPORTS

Appendix 3 of the CHCP contract requires Medicaid Health Plans to submit quarterly HMP Grievance/Appeals Reports.

Quarterly GAP reports are due from each MHP as follows:

Due Date	Report Timeframe
January 30	October 1 – December 31
April 30	January 1 – March 31
July 30	April 1 – June 30
October 30	July 1 – September 30

Note: MDHHS will no longer send reminders about these reports.

MHPs should use the *HMP GAP blank.xlsx* template to complete the report.

The **GAP Totals Report** tab should include the following information:

- Quarter & Fiscal Year
- Plan Name
- Total count of appeals including a breakdown of those with: decision upheld; decision overturned; and undetermined/withdrawn/pending.
- Total count of grievances including a breakdown of the following topics: access; quality of care; administrative/service; billing; and transportation.

Plans should also include an additional tab(s) for the detailed log that lists appeals/grievances with beneficiary level detail.

MHPs must submit the reports to the MCPD FTP in an electronic format by the due dates listed above.