

California Code Of Regulations

|->

Title 22@ Social Security

|->

Division 3@ Health Care Services

|->

Subdivision 1@ California Medical Assistance Program

|->

Chapter 4.1@ Two-Plan Model Managed Care Program

|->

Article 6@ Operational Requirements

|->

Section 53859@ Provider Grievances and Complaints

53859 Provider Grievances and Complaints

Each plan shall have a formal process to resolve providergrievances and complaints. A provider of medical services may submit to a planin a designated region a grievance or complaint concerning the authorization ordenial of a service or the processing of a payment or nonpayment of a claim bythat plan.