

53926 Problem Resolution Process for Members

(a)

Any member may request assistance from the GMC enrollment contractor in resolving problems associated with mandatory participation in the GMC program, assignment to a GMC plan, enrollment, or disenrollment.

(b)

The request for assistance from the GMC enrollment contractor shall be in writing and shall state the nature of a problem.

(c)

The GMC enrollment contractor shall prepare a written response and mail it to the member within ten days of receipt of a member's written request for problem resolution.

(d)

In the event a member is dissatisfied with the response of the GMC enrollment contractor to a request for problem resolution, the member may file an appeal with the department.(1) The member shall submit to the department the information specified in (b) and the written response of the GMC enrollment contractor. (2) The department shall prepare a written decision and mail it to the member within ten days of receipt of a member's appeal.

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The member shall submit to the department the information specified in (b) and the

written response of the GMC enrollment contractor.

(2)

The department shall prepare a written decision and mail it to the member within ten days of receipt of a member's appeal.

(e)

Each member has the right to request a fair hearing, in accordance with Section 50951.