

Your Right to Raise Concerns Without Retaliation

You may voice a concern, make a complaint, file a grievance or request a fair hearing at any time. Doing so will never affect the quality of your services or how you are treated by PCC.

Your protections

- You are free to exercise your rights, and doing so will not adversely affect the way PCC, your managed care organization, your providers or the Department of Human Services treat you. ^{[1][2]}
- No one may threaten, intimidate, coerce, punish or reduce your services because you complained, filed a grievance or appeal, requested a fair hearing, or helped someone else do so. ^{[3][4][5][6]}
- You may have a family member, friend, advocate, attorney or other representative help you raise a concern. ^{[7][2]}

What PCC does

- Records, responds to and works to resolve every complaint, and reviews complaints at least quarterly to improve our services. ^{[8][9]}
- Prohibits retaliation by any staff member; any report of retaliation is investigated and addressed through corrective action. ^{[9][1]}
- Refers unresolved complaints as required by the Department of Human Services. ^[8]

If you believe you were retaliated against

Contact PCC leadership at 215-725-7200, your managed care organization, the OLTL Participant Helpline, or one of the civil rights agencies listed below.

Who to contact

Patient Care Coordination, Inc. (PCC)	475 N. 5th Street, Suite 2A, Philadelphia, PA 19123
Phone	215-725-7200 (Mon–Fri, 9:00 a.m.–5:00 p.m.) · After hours: 215-725-7200, Option 9
TTY / Relay	711 (PA Relay) · Fax: 215-725-7201 · www.patientcarecoordination.com
PA Health & Wellness Participant Services (CHC)	1-844-626-6813 (TTY 711)
OLTL Participant Helpline (CHC, OBRA Waiver, Act 150)	1-800-757-5042
PA DHS Bureau of Equal Opportunity	717-787-1127 (TTY/PA Relay 711) · RA-PWBEOAO@pa.gov · Room 223, Health and Welfare Building, P.O. Box 2675, Harrisburg, PA 17105-2675
U.S. HHS Office for Civil Rights	1-800-368-1019 (TDD 1-800-537-7697) · OCRMail@hhs.gov · ocrportal.hhs.gov

Sources and citations

Numbers in brackets in the text refer to the authorities below. This document summarizes participant rights and is not legal advice; the governing regulations, agreements and notices control. Program-specific timeframes are stated on written notices and in the Participant Handbook.

- [1] 42 C.F.R. § 438.100 — Enrollee rights (Medicaid managed care), incl. § 438.100(b)(2) (respect, dignity, privacy; participation in decisions) and § 438.100(c) (free exercise of rights without adverse treatment); § 438.100(d) (compliance with Title VI, the Age Discrimination Act, Section 504, the ADA and Section 1557).
- [2] Community HealthChoices Agreement between the Pennsylvania Department of Human Services and the CHC-MCOs (effective January 1, 2026), Exhibit L — Participant Rights and Responsibilities.
- [3] Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.; 45 C.F.R. Part 80, incl. § 80.7(e) (intimidatory or retaliatory acts prohibited).
- [4] Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 et seq., incl. § 12203 (prohibition against retaliation and coercion).
- [5] 45 C.F.R. § 160.316 — Prohibition on intimidation or retaliation for filing a HIPAA complaint.
- [6] Section 1557 of the Patient Protection and Affordable Care Act, 42 U.S.C. § 18116; implementing regulations at 45 C.F.R. Part 92.
- [7] 42 C.F.R. Part 438, Subpart F, §§ 438.400–438.424 — Grievance and appeal system (filing, handling, resolution and notice, expedited resolution, State fair hearings, continuation of benefits).
- [8] 55 Pa. Code § 52.18 — Complaint management (system to record, respond to and resolve participant complaints; quarterly review; referral of unresolved complaints to the Department).
- [9] National Committee for Quality Assurance (NCQA), Accreditation of Case Management for Long-Term Services and Supports — Standards and Guidelines: Rights and Responsibilities (individuals' rights, expectations of individuals, handling and resolving complaints).