

Complaints, Grievances, and Appeals

If you are unhappy with your services, or disagree with a decision about your services, there are several ways to be heard. PCC will help you understand your options and file if you ask.

1. Complaints to PCC

You can tell your Service Coordinator, their Team Manager, or PCC leadership about any concern — by phone, in writing or in person. PCC records each complaint, investigates it, tells you what action was taken and asks whether you are satisfied with the result. ^{[1][2]}

2. CHC complaints and grievances (PA Health & Wellness)

- Complaint: a dispute or objection about a provider or the quality of care or services, or about the MCO. ^{[3][4]}
- Grievance: a request to have the MCO reconsider a decision about the medical necessity or appropriateness of a service — for example, a denial, reduction or termination. ^{[3][4]}
- Standard decisions on complaints and grievances are generally made within 30 days. If waiting could seriously harm your health, you may ask for an expedited (fast) decision, generally within 72 hours. ^{[4][5]}
- Deadlines to file are printed on the written notice you receive and in your Participant Handbook. Filing within 10 days of the notice (or before the effective date) may allow your services to continue while you appeal. ^{[4][5][6]}

3. Fair hearings (Department of Human Services)

You may request a fair hearing with the DHS Bureau of Hearings and Appeals after the MCO decides your grievance, or as explained on your notice. OBRA Waiver and Act 150 participants receive fair hearing rights directly from DHS when a service is denied, reduced, suspended or terminated. ^{[5][7][8][9]}

Help filing

Your Service Coordinator will help you complete forms, gather information and connect with an advocate. You will not be retaliated against for filing. ^{[3][10]}

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

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] 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).
- [2] 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).
- [3] Community HealthChoices Agreement (effective January 1, 2026), Section V.R and Exhibit G — Complaint, Grievance, and Fair Hearing Processes.
- [4] PA Health & Wellness, Community HealthChoices Participant Handbook (current edition).
- [5] 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).
- [6] 55 Pa. Code Chapter 275 — Appeal and fair hearing procedures (Pennsylvania Department of Human Services).
- [7] 42 C.F.R. Part 431, Subpart E, §§ 431.200 et seq. — Fair hearings for applicants and beneficiaries.
- [8] Pennsylvania 1915(c) Home and Community-Based Services Waivers (CHC and OBRA), Appendix F — Participant Rights, incl. F-1 (Opportunity to Request a Fair Hearing) and F-3 (State Grievance/Complaint System).
- [9] Attendant Care Services Act (Act 150 of 1986), 62 P.S. § 3051 et seq.
- [10] 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).