



## New York State Medicaid Managed Care Grievances Timeframe Chart

	MMC/FHP Contract Appendix F Complaints  (excludes Referral & Benefit Determinations)	MLTC Partial Cap. Contract Appendix K	<b>4/1/18 Appendix F, Appendix K, State Law and 42 CFR 438</b>
<b>Filing</b>	N/A	N/A	<b>Any time</b>
Acknowledgement	15 business days	15 business days	<b>15 business days</b>
Resolution			
• Expedited	48 hours but not > 7 days	48 hours but not > 7 days Up to 14 day extension	<b>48 hours after all info; not &gt; 7 days</b>
• Standard	45 but not > 60 days	45 but not > 60 days Up to 14 day extension	<b>45 days after all info; not greater than 60 days</b>
<b>Appeals</b>			
Filing	60 business days	60 business days	<b>60 business days</b>
Acknowledgement	15 business days	15 business days	<b>15 business days</b>
Resolution			
• Expedited	2 business days after all info	2 business days after all info	<b>2 business days after all info</b>
• Standard	30 business days after all info	30 business days after all info	<b>30 business days after all info</b>