

## Medicare Advantage

### **Filing a Grievance (Complaint) with Us**

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A Grievance is any complaint other than one that involves a Coverage Determination. You may file a Grievance either orally or in writing, no later than 60 days after the event or incident that led to the Grievance. You may file a Grievance for a variety of reasons, including:

- You feel that you are being encouraged to leave (disenroll from) your Prescription Drug Plan.
- Problems with the service you receive
- Waiting too long on the phone or in the pharmacy
- Cleanliness or condition of pharmacy
- You disagree with our decision not to give you a "fast" Coverage Determination or Appeal

You will receive a response within:

- 24 hours if your Grievance involves a refusal to give you a "fast" Coverage Determination or Appeal.
- 30 calendar days for all other Grievances. We may extend the timeline by up to 14 calendar days if you ask for an extension, or if we justify a need for additional information and the delay is in your best interest.

If you have a Grievance, you can call Customer Service at **1-888-645-6025** (toll free), or TTY 711, during the hours of operation:

- October 1 - March 31, the Customer Service hours are 8 a.m. - 8 p.m. Eastern Time, seven days a week.
- April 1 - September 30, the Customer Service hours are 8 a.m. - 8 p.m. Eastern Time, Monday through Friday. Our automated phone system handles calls received after 8 p.m. and on Saturdays, Sundays and holidays.

You can also mail your grievance to:

BlueCross BlueShield of South Carolina Medicare Advantage  
P.O. Box 100191  
Columbia, SC 29202-3191

### **You Can Also Contact Medicare**

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If you have questions, call 1-800-MEDICARE (TTY users should call 1-877-486-2048), 24 hours a day, 7 days a week.

While we encourage you to contact Customer Service first when you have a Grievance, you can also tell Medicare about your grievances directly by visiting the [Centers for Medicare & Medicaid Services \(CMS\) website](#).

### **Complaints About Quality of Care**

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If you have a complaint about the quality of care you received, such as a problem with the dose your pharmacist gave you, you may also complain to the Quality Improvement Organization (QIO).

Acentra Health BFCC-QIO  
5201 W. Kennedy Blvd., Suite 900  
Tampa, FL 33609  
Phone: 1-888-317-0751 TTY: 711  
Web: [www.acentraqio.com/](http://www.acentraqio.com/)

For a complete description of your Appeal and Grievance rights, please see your **Evidence of Coverage**.