

## **SecureRx® PDP Complaints**

### ***What is a complaint and how is it classified?***

A complaint is any concern or problem you may have with any part of your SecureRx PDP coverage or with Avalon® Insurance Company. Federal law guarantees your rights to file complaints. The Centers for Medicare and Medicaid Services (CMS) establish the rules for filing a complaint and the rules on what we, as your Prescription Drug Plan provider, are required to do when a complaint is filed. These rules, in part, state that we must be fair and timely in handling all complaints and our member cannot be penalized in any way for making a complaint.

There are two types or classifications for complaints: grievances and appeals. Quality of care and quality of service complaints are classified as grievances.

## **SecureRx PDP Grievances**

### ***What is a grievance?***

A grievance is any complaint other than one that involves a coverage determination, Late Enrollment Penalty determination, or payment dispute. You would file a grievance if you have any problems with our programs, our services, or with our network pharmacies. You would file a pharmacy complaint with us only when it does not relate to coverage for a prescription drug. For example, you would file a grievance if you have a problem with waiting times when you have a prescription filled, the demeanor of a network pharmacist or other pharmacy personnel, being able to reach a network pharmacy by phone or obtain the information you need, or the cleanliness or condition of a network pharmacy. The grievance request must be received by the Plan no later than sixty (60) days following the event.

### ***Notifying us about your grievance.***

If you have a grievance, we encourage you to first call our Customer Service Department. We will try to resolve any complaint that you may have over the phone. If you request a written response to your grievance at the time of your call, we will respond in writing to you. If we cannot resolve your grievance during your phone call, we have additional processes to review your complaint.

## **Grievance Process**

### ***How to file a Grievance:***

To initiate a Grievance, you may submit your grievance in writing or by fax to our Customer Service Department at the address listed below or call our Customer Service Department at the phone number listed below. Either you, or someone you have appointed as your representative, may file a grievance.

Mail to:

**SecureRx PDP Grievance**  
PO Box 779970  
Harrisburg, PA 17177-9970

Or FAX to:

888-456-2449

An acknowledgement letter will be issued within five (5) business days of receipt of a written Grievance or any grievance concerning quality of care. A resolution letter will be mailed to let you know the outcome of your concern within 30 calendar days of receiving your grievance. We must notify you of our decision regarding your grievance as quickly as your case requires based on your health status, but no later than 30 calendar days after receiving your complaint. We may extend the time frame by up to 14 calendar days if you request the extension, or if we justify a need for additional information and the delay is in your best interest.

In addition, SecureRx PDP has an expedited grievance process. In the event we refused to expedite a coverage determination or redetermination, you have the right to request an expedited review.

For further information regarding the purposes and operations of the grievance procedures, please call our Customer Service Department at **1.877.234.3853 (for TTY for the hearing impaired, call 711), Monday through Friday, from 8 a.m. to 8 p.m.** with extended hours October 1 through March 31. On weekends and holidays, your call may be forwarded to our secure voice messaging system.

SecureRx<sup>®</sup> PDP plan is offered by Avalon<sup>®</sup> Insurance Company, a Federally-Qualified Medicare Contracting Prescription Drug Plan. Enrollment in SecureRx<sup>®</sup> PDP depends on contract renewal.