

Complaints and Appeals

SWHP is dedicated to addressing your grievances and resolving them promptly. If there is ever a time when you are not satisfied with the performance of SWHP or one of its providers, you should contact a Customer Service Coordinator immediately. All grievances are documented and thoroughly investigated. SWHP encourages your input and will not discriminate against you, refuse coverage, or engage in any other retaliation if you choose to file a complaint or request an appeal of a decision. Additionally, SWHP is prohibited from retaliating against a physician or provider who has filed a complaint against SWHP on your behalf.

SWHP's definition of a complaint is an oral or written form of dissatisfaction that is not able to be resolved promptly to your satisfaction. When you call a Customer Service Coordinator to express dissatisfaction, he/she will immediately document your issues and send you a complaint form (as required by the Texas Department of Insurance) to complete and send back to SWHP. This form does not go into your medical record; it simply helps SWHP address your complaint with the appropriate person or department. SWHP responds to the oral and written complaints in the same manner and informs you of a resolution within 30 calendar days of receipt of the complaint.

SWHP's definition of an appeal is a request for SWHP to reverse a previous adverse decision. All appeals are presented to a panel, which is held within 30 calendar days after receipt of the request. You have the right to appear before the panel and to present written or oral information in support of your request to reverse the previous decision. The SWHP will permit and pay for an immediate appeal to an independent review organization in the event that the decision rendered was an Adverse Determination (denial of coverage based on medical necessity determination) to the complainant and the request was presented to the SWHP within 180 days of the previous decision. For more information on your appeal rights, please contact a Customer Service Coordinator at a SWHP office near you.