

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



August 28, 2024

### **Reminder: Patient Complaint Policy and Process Requirements**

Blue Cross and Blue Shield of Minnesota (Blue Cross) is providing a reminder that providers are required to have a policy and process in place for written or verbal complaints or grievances received from Blue Cross members.

All complaints must be documented and include a description of the complaint, the investigation and any actions taken. Complaints should be categorized and reported to an internal committee no less than annually. Members should be notified that they also have the right to submit their complaint to Blue Cross.

Additionally, primary care clinics (PCCs) should submit a quarterly written report to Blue Cross within 30 days of the end of each quarter that includes all complaints, oral and written, received by the clinic. Complaints should be submitted via the secure email address, [Quality.of.Care.Mailbox@bluecrossmn.com](mailto:Quality.of.Care.Mailbox@bluecrossmn.com). A report should be submitted each quarter even if the PCC does not receive any complaints for the quarter.