

Grievance and appeal process

We value your business and are here to help.

At Providence Health Plan, we take member satisfaction seriously. We encourage anyone who has a problem or concern about health plan coverage to contact us by phone or in person at the phone number and address listed on his or her member I.D. card. We're here to help.

Filing an appeal

In most cases, problems and concerns about billing or coverage can be resolved immediately over the phone when a member calls our customer service team. If a member disagrees with our decision about medical bills or health care services, he or she has a right to three levels of internal review (an initial grievance, a first level appeal and a second level appeal).

Written grievances and appeals will be acknowledged within seven days of receipt by us. Most are resolved in 30 days or sooner, depending on the medical urgency. Expedited review for issues involving urgent medical conditions are also available by calling customer service.

The first step in resolving a problem or concern is to call our customer service team at 503-574-7500 or 800-878-4445. Written grievances or appeals should be sent to:

Providence Health Plan
Appeals and Grievance Department
P.O. Box 4327
Portland, OR 97208-4327
Fax: 503-574-8757 or 800-396-4778

External review

If a member is not satisfied with the final decision from the grievance committee and the decision involves a denial of services because they are not medically necessary, not an active course of treatment for purposes of continuity of care, or because they are experimental/investigational, he or she may request an external review by an Independent Review Organization (IRO). The request must be made within 180 days of receipt of the grievance committee's final internal review decision.

The IRO is entirely independent of Providence Health Plan and performs its review under a contract with the office of the director of the Oregon Department of Consumer and Business Services. All costs for handling external review cases by the IRO are paid by us, and these provisions are administered in accordance with the regulatory requirements established by law and regulation in the state of Oregon.