

"Actionable Item Type" list to be used with Grievance/Appeals/Hearings Log

Actionable Item Type
a) Denial of Service
b) Limited Authorization of Service
c) Benefit not covered; member believes it is a covered benefit
d) Benefit not covered; below the HSC funded line after co-morbidities
e) Single PHP service area, denial to obtain services outside the PHP panel
f) Reduction of previously authorized service
g) Suspension of previously authorized service
h) Termination of previously authorized
i) Failure to provide services in a timely manner
j) Denial, in whole or in part, of payment for a service