# Brand New Day Appeals and Grievances Data Report

**January 1, 2020 to December 31, 2020**

|  |  |
| --- | --- |
| What kind of information is this? | Medicare Advantage plan members have the right to file an appeal or grievance with their plan. Individuals eligible to enroll in a Medicare Advantage plan have the right to request information about the number of appeals and grievances a plan receives. The next few pages contain information about the appeals and grievances that Brand New Dayreceived in 2020. |
| How many members does Brand New Day have? | Brand New Dayhas about 59,000 members. |
| What is a level 1 appeal? | A level 1 appeal is a formal request for Brand New Day to review Brand New Day's decision not to pay for, not to provide, or to stop an item or service that a member believes they need.    If a member cannot get an item or service that the member feels they need, or if the plan has denied payment of a claim for a service the member has already received, the member can appeal to the plan. For example, a member might appeal our decision to stop physical therapy, to deny a visit to a specialist, or to deny payment of a claim.    The number of level 1 appeals Brand New Day had in 2020 can be found on **line 1** of the attached report. The number of level 1 appeals received per 1,000 members can be found on **line 2**. |
| What can happen with level 1 appeals? | Plans maydecide to pay for or to provide all services that the member asked for. These are called favorable decisions.    Sometimes, plansdecide not to pay for or to provide the services that the member asked for. These are called unfavorable decisions.    Sometimes a member may decide to withdraw their appeal. Because the plan doesn’t do anything with a withdrawn appeal, they are not included in this report.    The number of favorable level 1 appeal decisions Brand New Day made can be found on **line 3** of the attached report. Unfavorable decisions can be found on **line 4**. |
| What is a grievance? | A grievance is a complaint that a member makes about Brand New Day. For example, a member can file a grievance when they are unhappy because they believe their plan gives them too much or too little information, there are long wait times when calling the plan, a doctor’s office waiting room is too cold, or they have to travel long distances to get to their doctor.    The number of grievances Brand New Day had in 2020 can be found on **line 5** of the attached report. The number of grievances received per 1,000 members can be found on **line 6**. |
| Where can I get more information about appeals and grievances? | If you are a member of Brand New Day, you have the right to file an appeal or grievance.    You can contact Brand New Dayat (866) 255-4795 to resolve a concern you may have or to get more information on how to file an appeal or grievance. TTY users can call 711. You may also refer to your Evidence of Coverage for a complete explanation of your rights.    You also can contact the Beneficiary and Family Centered Care-Quality Improvement Organization (QIO) at (877) 588-1123 for more information about quality of care grievances or to file a quality of care grievance. |

**PRA Disclosure Statement:** According to the Paperwork Reduction Act of 1995, no persons are required to

respond to a collection of information unless it displays a valid OMB control number. The valid OMB control

number for this information collection is 0938-0778. The time required to complete this information collection is estimated to average 60 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments

concerning the accuracy of the time estimate or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attention: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore,

Maryland 21244-1850.

# Brand New Day Appeals and Grievances Data Report

**January 1, 2020 to December 31, 2020**

Average Number of Members in 2020: 59,000

**Level 1 Appeals**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Description** | **Quarter**  **1** | **Quarter**  **2** | **Quarter**  **3** | **Quarter**  **4** | **Year Total** |
| 1 | Level 1 appeals received | 40 | 56 | 46 | 57 | 199 |
| 2 | Level 1 appeals per 1,000 members | 3.51 | 4.76 | 3.69 | 4.22 | 4.05 |
| 3 | Favorable level 1 appeal decisions | 35 | 51 | 38 | 53 | 177 |
| 4 | Unfavorable level 1 appeal decisions | 5 | 5 | 8 | 4 | 22 |

**Grievances**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Description** | **Quarter**  **1** | **Quarter**  **2** | **Quarter**  **3** | **Quarter**  **4** | **Year Total** |
| 5 | Grievances received | 627 | 454 | 560 | 615 | 2256 |
| 6 | Grievances per 1,000 members | 55.06 | 38.59 | 44.86 | 45.53 | 45.91 |

**Quarter 1:** January 1 – March 31

**Quarter 2:** April 1 – June 30

**Quarter 3:** July 1 – September 30

**Quarter 4:** October 1 – December 31

**Year Total:** January 1 - December 31