

Grievance and appeal process

We're 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 ID 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 Providence Health Plan customer service. If a member disagrees with our decision about medical bills or health care services, he or she has a right to varying levels of internal review.

Written grievances and appeals that do not involve prior authorizations will be acknowledged within seven days of receipt by us. Most grievances and appeals are resolved within 30 days, depending on the medical urgency. Expedited review for issues involving urgent medical conditions is also available by calling customer service.

The first step in resolving a problem or concern is to call customer service 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 4158
Portland, OR 97208-4158

External review

If a member is not satisfied with the final decision from the grievance committee and the decision involves medically necessary treatment, an active course of treatment for purposes of continuity of care, experimental/investigational treatment, or whether a course of treatment is delivered in the appropriate setting at the appropriate level of care, he or she may request an external review by an Independent Review Organization (IRO). The request for external review 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 Oregon Insurance Division. All costs for the handling of external review cases by the IRO are paid by us and we administer these provisions in accordance with the insurance laws and regulations of the State of Oregon.