

Updated ICRC Resource: Unified Appeal and Grievance Processes for States with Applicable Integrated Plans (AIPs)

CMS requires D-SNPs that qualify as AIPs—meaning they operate with exclusively aligned enrollment and cover certain Medicaid benefits through the D-SNP or the D-SNP’s affiliated Medicaid managed care plan—to use unified appeal and grievance processes. These integrated processes are designed to resolve misalignments between Medicare and Medicaid plan-level processes and streamline experiences for plans.

The Integrated Care Resource Center (ICRC) recently updated its technical assistance tool on these unified appeal and grievance processes. The updated tool summarizes and provides information to states on the federal unified appeal and grievance requirements for AIPs and provides information for these states on (1) requiring AIPs to use the unified appeal and grievance processes via their state Medicaid agency contracts, (2) requiring AIPs to use shorter appeal and grievance timeframes and/or more protective requirements than those included in federal rules, (3) requiring AIPs to use state-specific language in certain unified appeal and grievance letters, (4) conducting state-specific training for plans, (5) overseeing D-SNP compliance with state-specific unified appeal and grievance requirements, and (6) using appeal and grievance data to monitor and improve D-SNP performance.

View the technical assistance tool: <https://integratedcareresourcecenter.com/resource/unified-appeal-and-grievance-processes-states-applicable-integrated-plans-aips>

ABOUT THE INTEGRATED CARE RESOURCE CENTER

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities are coordinated by [Mathematica](#) and the [Center for Health Care Strategies](#). For more information, visit www.integratedcareresourcecenter.com.

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