

# Magellan Behavioral Health of Nebraska Complaint & Grievance Process

A complaint can be made by any member, member representative, or provider, by phone or in writing. To make a complaint, you can speak to any Magellan representative by calling 1-800-424-0333; TDD: 1-800-424-4045. Or, complaints can be sent to:

Magellan Behavioral Health of Nebraska  
Attention: Quality Department  
1221 N Street, Suite 325  
Lincoln, NE 68508-2018

Whenever possible, the complaint will be resolved during the first conversation, and forwarded to the Quality Department for review and tracking.

If the complaint is not resolved during the first call, the Quality Department will take action to address the complaint within 90 calendar days.

With some types of complaints, Magellan will get the permission of the person making the complaint to investigate further. Magellan will identify a corrective action plan to correct any problems that are discovered during an investigation.

When the complaint is resolved, the Quality Department will inform the person making the complaint of the outcome.