

Magellan of Wyoming Complaint & Grievance Process

For assistance with filing a complaint or grievances
call us at 1-855-883-8740, TTY: 1-800-424-6259

A complaint can be made by any member, or a member representative/
provider acting on a members behalf, by phone, online or in writing. To
make a complaint, you can speak to any Magellan representative by
calling 1-855-883-8740; TDD: 1-800-424-6259. Or, complaints can be
sent to:

Magellan Behavioral Health of Wyoming
Attention: Quality Department
205 Storey Blvd, Suite 120
Cheyenne, WY 82009

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 from the receipt of the
complaint.

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.