

# Disputes, Appeals and Grievances

Compliance with grievance, complaint and appeal procedures



The participating provider agrees to adhere to and cooperate with complaint, grievance and appeal procedures in connection with a Health Plan complaint, grievance and/or appeals process including, but not limited to, state and federal law, Medicare laws, regulations and CMS instructions and Geisinger Health Plan procedures.

*Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as "GHP" in this summary.*

*All rights, duties and responsibilities of participating providers will be applied according to the following document order: 1) member's benefit document; 2) the participating provider's contract agreement; 3) the GHP Family Provider Guide; and 4) the Geisinger Health Plan Provider Guide.*

*Publication history:*