

# Overview of

## Grievances and Appeals

# Why should this matter?



- ❖ Consumers receiving services with NCCMH are Medicaid beneficiaries, with a right for a process to resolve disagreements and/or complaints.
- ❖ This right falls under the Social Security Act.
- ❖ Federal requirement for consumers in managed care settings, such as NCCMH

# Grievance or Appeal?



- ❖ Appeal-Request to review an “action” that has been taken against the consumer. This would include reduction, suspension and or termination of services.
- ❖ **Examples:**
  - Reduction of services** - Will stay open to all services, except being closed to day program.
  - Suspension of services** - Consumer got in an argument with staff at Clubhouse, this service will be suspended until a meeting can be held with program supervisor and case holder.
  - Termination of services** - All parts of the treatment plan have been completed, they are requesting closure to the agency.
- ❖ They will receive an action notice in the mail or hand delivered 30 days prior to the action.
- ❖ May not receive an action notice **IF** it is part of the treatment planning process.

## Continued

- ▶ Grievance - is an “expression of dissatisfaction” regarding service issues other than an action. Example could be quality of services and/or interpersonal relationship with provider.
- ▶ **Examples :**
- ▶ **Quality of services** - Consumer is open to therapy, consumer is not happen with the lack of progress.
- ▶ **Interpersonal relationships with provider** - Consumer is mad at the case holder because they won't agree to be Facebook friends.



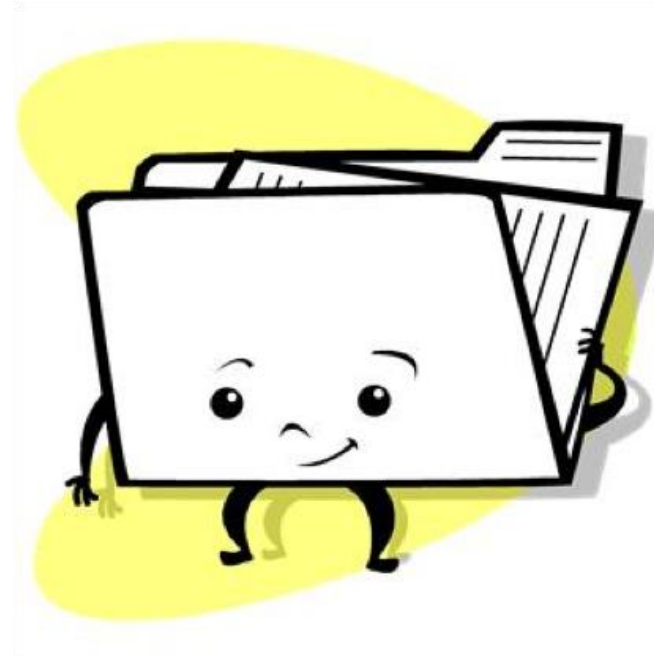
# I filed, now what?

- ❖ When customer services receives the grievance and/or appeal, the individual filing and the consumer/guardian will receive written confirmation that it was received.
- ❖ Within 30 days of receiving the appeal, customer services will have a written resolution to the appeal back to the filer.
- ❖ NCCMH provider will be also be notified of outcomes.



# Time frames for filing

- ▶ Appeal needs to be filed within 60 days of the action taken on their case. This can be done by filing an appeal form. Request one through case holder or secretarial staff at each office. If filed within 10 days, the consumer can keep their services intact until a decision has been made.
- ▶ Grievance can be filed at any time by calling , visiting or filling out a grievance form. Again, can request through case holders or secretarial staff at each office.



# Where does it all go?

- ❖ Customer Service representative :
  - ❖ Tiffany Kiper  
1420 Plaza Dr.  
Petoskey MI  
Phone -231-439-1260  
Fax- 231-439-6890  
Email: [tkiper@norocmh.org](mailto:tkiper@norocmh.org)