



Policy

Grievance

Section: Participant Rights	Policy Number: 04 - PR
Policy Name: Participant Grievance	Dept. Owner: Quality Improvement Manager
Federal Reg. Reference: 42 CFR §§460.112(g), 460.120 and 460.134(a)(5); 45 CFR §92.7; Section 1557 of the Patient Protection and Affordable Care Act/45 CFR Part 92; 42 CFR §§460.70(d)(5)(ix), 460.71(a) and 460.120(b)(c)(1)(2)(3)(d)(e)(f)	
Date Adopted: 09/04/2018	Last Review/Revision Date: 08/10/2020

1. Purpose

To ensure Senior Care Partners P.A.C.E. maintains and upholds the right for participants, family members and representatives to express medical and nonmedical grievances to Senior Care Partners P.A.C.E., and for Senior Care Partners P.A.C.E. to evaluate and resolve these grievances in a thorough and timely manner and in compliance with regulatory requirements.

2. Definitions

Grievance: A grievance is a complaint, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished. Grievances include any allegations of violations of participant rights including discrimination on the basis of race, ethnicity, color, national origin, religion, sex, age, disability, sexual orientation, or source of payment.

3. Policy

It is Senior Care Partners P.A.C.E.'s policy to make all reasonable efforts to ensure that participants, their family members and representatives are satisfied with service delivery and the quality of care provided by Senior Care Partners P.A.C.E. Moreover, it is Senior Care Partners P.A.C.E.'s policy to uphold all participant rights including the right not to be discriminated against on the basis of race, ethnicity, color, national origin, religion, sex, age, disability, sexual orientation, or source of payment. Senior Care Partners P.A.C.E. has adopted an internal grievance procedure consistent with requirements of 42 CFR Part 460.120, and Section 1557 of the Affordable Care Act and 45 CFR Part 92 providing for prompt and equitable resolution of all medical and nonmedical grievances.

Participants, family members and representatives are to be encouraged and assisted to express grievances either verbally or in writing to Senior Care Partners P.A.C.E. employees and contracted providers free of any restraint, interference, coercion, discrimination or reprisal.

1. All Senior Care Partners P.A.C.E. employees and contracted providers will maintain confidentiality of grievances.

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2. The grievance process and applicable procedures will be provided in writing to participants and/or their representatives, as applicable, at the time of enrollment and at least annually thereafter. Senior Care Partners P.A.C.E. also will give this information to participants/representatives upon request.
3. Participants will be informed that Senior Care Partners P.A.C.E. employees and contracted providers are available to assist with completion of grievances as needed.
4. Senior Care Partners P.A.C.E. will continue to provide all required services to participants during the grievance process.
5. A Senior Care Partners P.A.C.E. staff member will notify participant/family member/representative of resolution of grievance within 30 calendar days of the date of receipt of the grievance if they marked that they want to know the resolution at the time of filling out the grievance.
6. Any grievance involving a contract provider should be sent by the Quality Improvement Department to the Contract Specialist to see if a violation occurred.
7. Senior Care Partners P.A.C.E.'s Quality Improvement staff will maintain, aggregate and analyze grievance information to promote continuous quality improvement.

4. References

- 04a – PR SOP – Grievance
- 04b – PR – Grievance Form

5. Reviewed and Approved by:

Review Date	Reviewed By		Review Date	Reviewed By
09/04/2018	C. Bradley MSN, RN			
07/05/2019	C. Bradley MSN, RN, CPHQ			
08/10/2020	A. Ackerman, LNHA, RD			



Signature

Chief Executive Officer

11/12/2020

Date