

Grievance Policy

Clients are notified of the Grievance Procedure at the time of installation.

Purpose: To provide notice to service recipients of their right to an explanation and grievance of changes and denial of service. A client has a right to appeal an adverse decision when they:

- are dissatisfied with services they have received; are dissatisfied with the co-pay amount determined for them for services rendered; or when they have received notification of adverse action regarding termination, suspension or reduction of service under any federal or state program administered by the governing entity, and
- have followed the grievance procedures of the Service Provider concerned and
- wish to appeal an adverse action of a Service Provider to the governing entity.

Procedure:

Clients can contact Customer Service via email at: hhccustomerservice@connectamerica.com or by calling 1-800-215-4206 (option 1).

NOTICE TO THE RECIPIENT OF THE ADVERSE ACTION TO BE TAKEN AND EXPLANATION OF THE GRIEVANCE PROCEDURES FOR REVIEWING THAT DECISION

The recipient must be informed by the decision maker of the action, in writing, no less than 10 calendar* days prior to the date the adverse action will be taken. (Prior notice is not applicable where the health or safety of the individual is endangered if action is not taken immediately; however, notice must be made as soon thereafter as practicable.) Services cannot be reduced or terminated, nor any adverse action taken during the 10 day period.

The Notice must contain:

- A. a statement of what action is intended to be taken;
- B. the reasons for the intended action; and
- C. an explanation of:
 - the individual's right to a grievance review if requested in writing and delivered within 10 calendar* days of the Notice postmark (assistance in writing, submitting and delivering the request must be offered and available to the individual);
 - the individual's right, after a grievance review, for further appeal;
 - the right to seek redress through the courts if applicable;
- D. a statement that current benefits will continue if a grievance review is requested, and will continue until a final decision is made regarding the adverse action; and
- E. a statement that the individual may represent himself/herself or use legal counsel, a relative, a friend, or other qualified representative in the requested review proceedings.

All records of the above activities must be preserved in the client's file.