

6003-B INFORMAL RESOLUTION/GRIEVANCE PROCESS NON-ARIZONA LONG TERM CARE SERVICES

REVISION DATE: 8/14/2019, 4/10/2019, 7/22/2016, 3/2/2015

EFFECTIVE DATE: July 31, 1993

A member or the member's responsible person may have a grievance or expression of dissatisfaction with any aspect of the member's care such as a quality of care issue or problems related to communication or courtesy. A member or the member's responsible person, including members with Serious Mental Illness (SMI) and or with a Children's Rehabilitative Services (CRS) eligible condition, will be encouraged to discuss any problems with the Support Coordinator as soon as they arise to seek resolution. The Support Coordinator is responsible for reviewing the grievance(s) and attempting to resolve it informally before the grievance is elevated to the Division of Developmental Disabilities Customer Service Center.

If necessary, the Support Coordinator should contact the District Program Manager (DPM) or designee to inform them of the informal resolution. If needed, the DPM or designee may assist in the informal resolution. At any time, the member or the member's responsible person may contact the Support Coordinator's Supervisor or Program Manager.

If no informal resolution to the problem is possible, the Support Coordinator will advise the member or the member's responsible person of the process for filing a grievance by contacting the DDD Customer Service Center directly at 1-844-770-9500 or DDDCustomerServiceCenter@azdes.gov.

The Support Coordinator must document the member's grievance, the Support Coordinator's attempts to resolve the grievance, and that the member or the member's responsible person was advised of the right to file a grievance and the process for doing so. This documentation should be included in the progress notes.

The Division will ensure that the person who makes a decision on a grievance was not involved in any previous level of review or decision-making. The Division will ensure that healthcare professionals who make decisions have the appropriate clinical expertise to make the decision.

The Division of Developmental Disabilities Customer Service Center will advise the member or the member's responsible person in writing of the resolution of the grievance within 10 business days, or no later than ninety (90) calendar days from the receipt of the grievance and will record all results in the Resolution System.