

6003-G STATE ONLY AND ARIZONA LONG TERM CARE SYSTEM GRIEVANCE PROCESS

REVISION DATE: 4/29/2020, 8/14/2019, 4/10/2019, 6/10/2016, 3/2/2015

EFFECTIVE DATE: July 31, 1993

Definitions:

Member Grievance - An expression of dissatisfaction from a member, responsible party, advocate, etc., with any aspect of a member's care other than an Adverse Benefit Determination.

Provider Grievance - A provider's expression of dissatisfaction with unresolved issues.

State Only

A member or the member's responsible person, including members with Serious Mental Illness (SMI) condition, may have a grievance regarding an issue unrelated to a Notice of Intended Action, such as a quality of care issue or problems related to communication or courtesy. Members and their responsible persons will be encouraged to discuss any problems or grievances with the Support Coordinator as soon as they arise.

The Support Coordinator is responsible for reviewing and investigating informal grievances and attempting to resolve them informally before they reach the formal grievance stage. 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.

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 formal grievance by contacting the DDD Customer Service Center directly at 1-844-770-9500 or DDDCustomerServiceCenter@azdes.gov.

Arizona Long Term Care System Members

The Support Coordinator must document the member's informal grievance, the Support Coordinator's attempts to resolve it, and the fact that the member or the member's responsible person was advised of the right to file a formal grievance and the process for doing so. Formal grievances can be filed for a member with a Serious Mental Illness (SMI) and or with a Children's Rehabilitative Services (CRS) eligible condition. This documentation should be included in the case notes.

To initiate the formal grievance process, contact the DDD Customer Service Center directly at 1-844-770-9500 or DDDCustomerServiceCenter@azdes.gov.

The Division will acknowledge receipt of a grievance electronically, orally, or in writing. Receipt of grievances will be recorded in the Resolution Tracking System.

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 will provide written notice of the grievance decision within 10 business days, or no later 90 calendar days after the Division receives the grievance and will record all results in the Resolution Tracking System.