

12.4.1 Grievance Policy and Procedure

Policy

As your Fiscal Intermediary, we process your PCA's time sheets and all related payroll tax filings. We are required to communicate with you in a timely manner, when there are issues that will affect the PCA time sheet payment. We are also required to answer any questions you may have with regards to your Prior Authorization utilization or any FI functions we handle on your behalf

It is our goal to perform these duties in a professional, courteous and timely manner. In those instances where you believe that we have not met the standards mentioned above or you feel that you have been unjustly treated, please feel free to contact us using the steps outlined below.

Procedure

1. If consumer or surrogate is unhappy with the service or the interaction they had with an FI staff, a telephone call should be placed to the Supervisor of Customer Service or the Assistant Director of FI at 978-762-8307 or 1-800-231-5409. The Supervisor of Customer Service or the Assistant Director of FI will review the circumstances regarding the complaint and attempt to resolve the issue within 24 hours of receiving the call. The consumer or surrogate will receive a telephone call from the Supervisor of Customer Service or the Assistant Director of FI with the resolution of the issue or an explanation of the action taken.
2. If the consumer or surrogate is not satisfied with the action taken by the Supervisor of Customer Service or the Assistant Director of FI a telephone call should be placed to the Director of FI at 1-800-231-5409 or 978-762-8307 or the Chief Financial Officer at 978-762-4878. The Director of FI or the Chief Financial Officer will review the circumstances regarding the complaint in an attempt resolve the issue within 72 hours of receiving the call. The consumer or surrogate will receive a telephone call from the Director of FI or the Chief Financial Officer with the resolution or an explanation of the action taken.

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3. If the consumer or surrogate is not satisfied with the action taken by the Director of FI or the Chief Financial Officer, the consumer should submit their complaint in writing to the Executive Director, Northeast Arc at 64 Holten Street Danvers MA.09123. The Executive Director will conduct an investigation of the circumstances through telephone interviews, personal interviews (with you and FI Staff) and or reviews of all telephone logs, written or printed documents related to the complaint.
4. The Executive Director will issue a decision in writing within 10 working days of receiving the written complaint.
5. If the consumer or surrogate is not satisfied with the decision of the Executive Director, please inform the Executive Director in writing of this and your complaint will be forwarded to the Office of Long Term Care, Executive Office of Elder Affairs