



Grievance and Appeal Fact Sheet

All of us at Complete Senior Care want to be sure you are satisfied with the care and services you receive. Please let us know whenever you have a problem or concern about your care (also known as a Grievance) or if you feel you are not getting the services you need. We will make every effort to address your concerns promptly and hopefully, to your satisfaction.

The following is important information about the process:

1. You, or a representative of your choice, can voice your grievance either verbally or in writing.
2. You can tell any Complete Senior Care staff member about your grievance. This can be done:
 - In Person; or
 - By phone either (716) 825-8248 or Toll Free at 1-888-303-4333 any time.
3. Written grievances can be sent to:
Complete Senior Care
1302 Main Street
Niagara Falls, NY 14301
4. Complete Senior Care staff will help you file a grievance if you need assistance.
5. You will receive written notification of our understanding of what the grievance is if we cannot immediately resolve it.
6. Complete Senior Care will not treat you differently if you voice a concern or file a grievance.
7. Complete Senior Care cannot take your services away because you file a grievance.
8. Your grievance will be treated confidentially.
9. Complete Senior Care will provide you an answer to your grievance within 30 days of your formal filing of the grievance.
10. You must request that the Quality Director review the grievance if the proposed resolution is not to your satisfaction.

If your concern relates to a denial or reduction in service, or non payment for a service, this is called an Appeal. You should be aware of the following additional points concerning appeals:

1. You must file your appeal within 45 days of the date of the letter advising you of denial or reduction of a service, or non payment for a service.
2. Complete Senior Care cannot take away other services because you file an appeal.
3. You have the right to tell Complete Senior Care not to stop or reduce the service in question during an appeal. You will need to tell Complete Senior Care not to stop or reduce the service during the appeal. Complete Senior Care will ask you to sign an agreement to pay for the service in question if the appeal is not decided in your favor.
4. If you think not having the service could place your life, health, or ability to regain or maintain maximum function in danger, let us know right away, Complete Senior Care will then answer your appeal within 72 hours. This is called an expedited appeal.