

PACE Michigan

Your Satisfaction

Participant Grievance Process

A grievance is defined as a complaint, either written or oral, expressing dissatisfaction with the services provided or the quality of your care that is provided by Ascension Living PACE Michigan. You have the right to file a grievance about anything.

Examples are:

- The quality of services you receive in the home, at the Ascension Living PACE Michigan Center, or in any inpatient or housing facility (hospital, nursing home, or assisted living facility);
- Mistakes you feel have been made by Ascension Living PACE Michigan;
- Waiting times on the phone or in the waiting/exam room;
- Behavior of any of your care providers or program staff;
- Adequacy of Ascension Living PACE Michigan facilities;
- Quality of food provided by Ascension Living PACE Michigan; and
- Transportation provided by Ascension Living PACE Michigan;

You may file a grievance with any Ascension Living PACE Michigan staff member at any time, either verbally or in writing. If you have a grievance after hours, you may telephone the on-call administrator at 810-236-7500. Once you or your representative has filed a grievance, we will place your grievance in our grievance log at the Ascension Living PACE Michigan Center.

Our goal is to resolve participant grievances within one (1) day, however it may take longer. If we need more time to investigate your concerns, we will let you know how long we think it may take. It is the responsibility of our Center Manager to investigate and seek a resolution of the grievance as soon as possible but no later than thirty (30) days from the date the grievance is received by Ascension Living PACE Michigan. The grievance and the resolution to the grievance will be discussed with you and a final decision will be sent to you in writing.

During the grievance process we will continue to furnish you with PACE services at the frequency provided in your current plan of care. Your grievance will be kept confidential by all Ascension Living PACE Michigan staff.

Your Satisfaction (continued)

Participant Appeal Process

What is an Appeal?

If Ascension Living PACE Michigan refuses to provide or pay for a service that you feel is necessary for your health, you or your representative have the right to request an appeal of Ascension Living PACE Michigan's decision. If your Personal Care Team denies a request for services or payment or reduces your services, your team will provide you written information about the denial and about how to file an appeal.

You may request an appeal if Ascension Living PACE Michigan:

- Denies a Service: refuses to provide a service you have requested
- Reduces a Service: reduces a previously approved service you are presently receiving
- Denies Payment for a Service: refuses to pay for a service you have already received
- Does Not Act Promptly: fails to respond in the required time to a request for services or payment
- Disenrolls you on an involuntary basis
- Refuses to enroll you in the program

There are two types of appeal systems available to you:

1. The Ascension Living PACE Michigan Internal Appeal process
2. The external Medicare or Medicaid Appeals process

ALL APPEALS ARE KEPT CONFIDENTIAL

When an appeal is filed, Ascension Living PACE Michigan staff will keep the matter private and only involve those persons directly responsible for resolving the appeal.

1. Internal Appeal Process with Ascension Living PACE Michigan

How to File an Internal Appeal

If Ascension Living PACE Michigan denies a request for a service or payment for a service, you have the right to file an internal appeal either verbally or in writing to Ascension Living PACE Michigan. You may request this type of an appeal within 30 days of the day Ascension Living PACE Michigan notifies you that your request for service(s) has been discontinued, reduced, or denied. A person not involved in the Personal Care Teams initial decision to discontinue, reduce, or deny any service(s) in question will evaluate the appeal. You or your authorized representative may present or submit relevant facts and/or evidence for review to Ascension Living PACE Michigan.

Until you receive notice of a final decision, you may choose to continue to receive any service(s) in question. You may have to pay for these services if the final decision is not in your favor. You also have a right to file an appeal with the State of Michigan at the same time you have filed an appeal with Ascension Living PACE Michigan.

Ascension Living PACE Michigan will make a decision on the appeal as promptly as your health condition requires but no later than thirty (30) calendar days after receiving the request for an appeal.

Requesting an Expedited Appeal

If you feel a discontinued, reduced, or denied service is urgently needed in order to avoid serious harm to your health, you may request an expedited appeal. You may submit the appeal yourself or ask for assistance from any member of your Personal Care Team.

By requesting this type of appeal, Ascension Living PACE Michigan will automatically expedite its review of your appeal. Ascension Living PACE Michigan must give you a decision on your appeal as quickly as your health condition requires but no later than 72 hours after your request for an expedited appeal.

Extending the Expedited Review Time Period

The 72-hour timeframe in an expedited appeals review may be extended up to 14 calendar days for either of the following reasons:

- if you or your caregiver requests the extension, or
- if Ascension Living PACE Michigan justifies to the State of Michigan the need for additional information and the delay is in your interest.

2. External Appeal Process with Medicare and/or Medicaid

If Ascension Living PACE Michigan discontinues, reduces, or denies your request for a service or payment of a service, you may choose to file an external appeal. The external appeals process provides a review through either the Medicare or Medicaid program. Until you receive notice of a final decision, you may choose to continue to receive the service(s) in question.

Please note: You may have to pay for these services if the final decision is NOT in your favor.

You may choose to file an external appeal to either Medicare or Medicaid (but not both) depending on your eligibility. Please talk with a Personal Care Team member or call Ascension Living PACE Michigan at 810-236-7500 if you would like help in filing an external appeal. Ascension Living PACE Michigan will assist you in choosing either the Medicare or Medicaid external appeal process and will forward information accordingly.

Medicaid External Appeals Process

If you are eligible for Medicaid, you may choose to use the Medicaid external appeal process. Even if you begin with the Ascension Living PACE Michigan appeal process, you have the right at any time to go directly to the State of Michigan.

For assistance in completing this process, you may contact any of the following resources:

- **Ascension Living PACE Michigan:** Ascension Living PACE Michigan can help you complete this process. You may request help from any Ascension Living PACE Michigan staff member or you may contact Ascension Living PACE Michigan directly at:

Ascension Living PACE Michigan

412 E. First Street

Flint, MI 48502

810-236-7500

- **State of Michigan:** You may contact the State of Michigan and request an external appeal within ninety (90) days of Ascension Living PACE Michigan's decision. To request an external appeal, please contact the State of Michigan in writing at:

Michigan Administrative Hearing System

PO Box 30763

Lansing, MI 48909

877-833-0870

Important Note

Ascension Living PACE Michigan will continue to provide the service(s) in question until a final decision on the appeal has been made. You might have to pay for the services if the appeal decision is not in your favor. Ascension Living PACE Michigan or its provider can bill you for the costs of the appealed services, but only if you signed a form in advance saying that you understand you may have to pay for the services. Ascension Living PACE Michigan will continue to provide you with all of the other services that have been authorized by your Personal Care Team.

What is the Medicare External Appeals Process?

If you are eligible for Medicare and wish to use the Medicare appeal process, you must go through the Ascension Living PACE Michigan appeal process **before** your appeal can go to an outside appeals organization. Medicare contracts with an independent review entity to review appeals for PACE programs like Ascension Living PACE Michigan. The independent review entity will contact Ascension Living PACE Michigan with the results of their review.