



Massachusetts Care Coordination Network Internal Grievance Policy

Definitions

Complainant- An Assigned or Engaged Enrollee or another person on behalf of an Enrollee who files a complaint.

Formal Complaint- When a written or verbal complaint is made that is not addressed to the satisfaction of the complainant and requires a higher level of review.

Grievance- A complaint regarding a treatment decision in which the complainant does not agree with it.

Policy

The MCCN shall provide all Assigned or Engaged Enrollees with, and written policies ensuring Assigned or Engaged Enrollees are guaranteed, the following rights, and ensure that its employees, Affiliated Partners, and Material Subcontractors observe and protect these rights. Enrollees have a right to file a Grievance or complaint at any time during their enrollment with the MCCN. The policy and procedure treat and governs the resolution of complaints and Grievances in the same way.

Any Assigned or Engaged Enrollee who has a Grievance or complaint regarding the Massachusetts Care Coordination Network should first attempt to resolve the situation informally with the care coordination staff, or if the complaint is regarding a specific staff, with the staff member involved. If an Enrollee is unable to satisfactorily resolve the Grievance or complaint or feels that the issue should be addressed in a more formal manner, the Enrollee should follow the steps outlined below. There will be no adverse action by staff because of efforts to resolve the Grievance or complaint.

Procedures

1. Within thirty (30) calendar days of assignment, the MCCN shall provide Assigned or Engaged Enrollees information on the Grievance and complaint procedures, including the right to file a Grievance or complaint, the requirements and timeframes for filing and resolving a Grievance or complaint, and the availability of assistance in the filing process.
2. The MCCN shall resolve and notify Assigned or Engaged Enrollees of the outcome of a Grievance proceeding within thirty (30) calendar days from the date that the Grievance or complaint is received, either orally or in writing, from the Assigned or Engaged Enrollee or their authorized representative. Failure on the part of the employee to file a complaint, assist a client in filing a complaint, or assist another staff person or a client in the forwarding of a complaint constitutes grounds for disciplinary action

3. Enrollees will be directed to contact their Care Coordinator, the Care Coordinator Supervisor or the MCCN Director for the resolution of any problem or dispute that arises within the program.
4. The Enrollee will be contacted within 2 business days of the complaint by the MCCN Director or his/her designee
5. The MCCN Director or his/her designee must complete a review within 5 business days of the receipt of the Grievance or complaint and make known his findings to the Enrollee. At this time the MCCN Director will file a report that includes the original report of the Grievance or complaint, progress reports as the investigation is carried out, and the outcome of the investigation including any recommendations for action.
6. If the enrollee wishes to pursue the grievance beyond the program Director, they may do so by contacting the program Vice President of Family Services in written or oral form. The VP or designee will need to discuss with the enrollee the grievance within three (3) business days of notification. The VP or designee will immediately address the issue with the enrollee and will follow-up with a written response.
7. The Director or Vice President will notify the Governing Body if the enrollee wishes the Governing Body to review the grievance. The Governing Body will respond in five (5) business days in writing to the enrollee to address the grievance.
8. At any point in the grievance process and/or when resolution is reached, the enrollee can seek an external review of the grievance, the process, and/or resolution.

Annual review of policy by Governing Body members

David Jordan, President, Seven Hills Foundation	_____	_____
	Signature	Date
Anthony Simonelli, President & CEO, BAMSI	_____	_____
	Signature	Date
Bill Henning, Executive Director, BCIL	_____	_____
	Signature	Date
Diane Gould, President & CEO, Advocates	_____	_____
	Signature	Date
Michael E. Moloney, CEO, HMEA	_____	_____
	Signature	Date
Christine Alassandro, Executive Director, BayPath	_____	_____
	Signature	Date