

CHELAN-DOUGLAS RSN/PHP POLICY AND PROCEDURE MANUAL		Chapter:	9.4
Title:	COMPLAINTS, CONFLICTS, AND DISPUTES	Page:	1 of 2
		Date Effective:	July 1, 2002
Subject:	OMBUDS, QUALITY REVIEW TEAM AND ADVISORY BOARD DISPUTES AND RETALIATION ISSUES	Date Revised:	June 15, 2002
		Authorizing Signature:	

AUTHORITY: Guiding Principle(s): Consumer Focused, Holistic/Humanitarian, Accessible, Normalizing/Non-Stigmatizing, Responsive, Effectively Managed
WAC 388-865-0255, Consumer Grievance Process
Chelan-Douglas Contract, Basic Agreement
DSHS Standard Work Order, RSN/PHP Services, Grievance Procedure
DSHS Title XIX Contract and Federal Waiver

SCOPE: This policy applies to Chelan-Douglas Regional Support Network/Prepaid Health Plan (CDRSN/PHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

PURPOSE: This policy establishes the CDRSN/PHP process and procedure for resolving ombuds, Quality Review Team and advisory board disputes and retaliation issues.

DEFINITIONS: A. Complaint. A verbal complaint about services, or the lack thereof, which a consumer or potential consumer may file with a provider, the RSN/PHP or the Ombuds services. The goal here is to resolve complaints at the lowest possible level. There is no deadline for resolution. There is no requirement that a person file a complaint prior to filing a grievance.

B. Grievance. A written complaint about services, or the lack thereof, which a consumer or potential consumer may file with a provider, the RSN/PHP or the Ombuds services. The goal here is to resolve the grievance at the lowest possible level and within thirty (30) days of filing; however, extensions are allowed with the mutual consent of the parties. There is no requirement that a person file a complaint prior to filing a grievance.

POLICY: A. The CDRSN/PHP provides for a dispute resolution process for the Ombuds and Quality Review Team. The CDRSN/PHP prohibits retaliation of any kind against the Ombuds, Advisory Board or

Quality Review Team members for the completion of their official duties.

1. The Ombuds, Advisory Board and Quality Review Team Members will review this policy and procedure and any revisions to it, prior to adoption.
2. Full records of all disputes, and complaints regarding retaliation, will be maintained in confidential files.
3. When complaining of disputes or retaliation at the provider level, the Ombuds, Advisory Board or Quality Review Team members will submit the complaint in writing to the CDRSN/PHP Administrator.
4. When complaining of disputes or retaliations at the CDRSN/PHP level, the Ombuds, Advisory Board or Quality Review Team members will submit the complaint in writing to the CDRSN/PHP Administrator. The Ombuds, Advisory Board or Quality Review Team members filing a complaint may request resolution through the CDRSN/PHP or through the Mental Health Division dispute resolution process.
5. The CDRSN/PHP will:
 - a. Within three working days of receipt of a written complaint acknowledge receipt and schedule investigation.
 - b. Thoroughly investigate the complaint and possible solutions. If solutions acceptable to all parties are found they will be implemented. If such solutions are not agreed upon the CDRSN/PHP will;
 - c. Provide to the CDRSN/PHP Governing Board, and the complainant, a written report detailing the complaint, the process used to investigate and resolve the complaint and recommended resolutions.
6. The CDRSN/PHP Governing Board, or its designee, will issue its written decision and advise the complainant of further procedures and rights within 30 days of receipt of the written grievance/complaint at the CDRSN/PHP. If resolution is requested through the Mental Health Division dispute process those timelines and procedures will be followed.

SEE ALSO: Glossary of Terms and Acronyms