

Fiscal Intermediary Service

Grievance Procedures

As your Fiscal Intermediary, our job at Stavros is to make sure that your PCAs get paid promptly and correctly and to accomplish this task as helpfully and as courteously as we can.

There may be times when you don't think we're doing a very good job. We always want to know when you have questions about our performance, and you should never hesitate to call our customer service representatives (1.800.442.1185) and let them know about your problem,

There may also be times when a phone call won't satisfy you, and you would like to see a formal investigation and a written report. That's fine, too, and here's a description of how our grievance policy works.

1. Any consumer who feels that he or she has been treated unfairly or incompetently, or who feels they have been harmed by our actions, *has a right to file a grievance.*
2. To file a grievance, please call our office at 1.800.442.1185 and ask to speak to our Fiscal Intermediary Program Manager. She will record your complaint on a standard form, and mail a copy to you and to the Executive Director of Stavros.
3. When you get your copy of the complaint in the mail, please read it. If you don't think it's accurate, please call the Program Manager so that we can revise your complaint.
4. Whether you call us back with corrections or not, the Program Manager will send you a written response to your complaint within ten working days. This response will include her findings and any actions that need to be taken at Stavros to correct the situation.
5. If you disagree with the findings and/or the conclusions of the report, you have ten calendar days to request a hearing on your complaint. Please make this request by phone to the Executive Director of Stavros (1.800.804.1899).
6. The Executive Director will schedule a hearing with you and the Program Manager. You may bring any other person you think might be helpful in presenting your case, and Stavros will provide transportation and reasonable accommodations for you upon your request. For individuals receiving their PCA services from Ad Lib, Center for Independent Living and Working, Independence

Associates, or the Northeast Independent Living Program, we will arrange for the hearing to take place at your independent living center.

7. After the hearing, the Executive Director will send you a decision within ten calendar days. If you still are not satisfied, please inform the Stavros Executive Director and your complaint will be forwarded to the Office of Long Term Care, Executive Office of Elder Affairs.

We are here to make your life better and easier, and so your right to complain and to file a grievance is a very important one. This means, among other things, that you may make complaints or file grievances without fear of retaliation.

We at Stavros hope we can always be good partners. But when you think we haven't held up our end of the bargain, then let us know. That's the best way to help you and to make sure that our service works for everyone.