



## **INFORMATION FOR PARTICIPANTS ABOUT THE GRIEVANCE PROCESS**

All of us at On Lok PACE share responsibility for your care and your satisfaction with the services you receive. Our grievance procedures are designed to enable you or your representative to express any concerns or dissatisfaction you have so that we can address them in a timely and efficient manner. Any time you wish to make a grievance, we are available to assist you. If you do not speak English, a bilingual staff member or translation services will be available to assist you.

You will never be discriminated or retaliated against, nor be made to be afraid of discrimination or retaliation, because you have made a grievance. On Lok PACE will continue to provide you with all of your required services during the grievance process. The confidentiality of your grievance will be maintained throughout the grievance process and information pertaining to your grievance will only be released to authorized individuals.

### **Grievance Procedure**

A grievance is a complaint, made either in writing or verbally, expressing dissatisfaction with the delivery of your services or the quality of your care regardless of whether you are requesting any action be taken as a result. Grievances may be between you and On Lok PACE, or between you and one of your other service providers through the PACE program. You will receive written information of the grievance process when you enroll and at least annually thereafter. A grievance may include, but is not limited to:

- The quality of services you receive in your home, at the PACE center, or in an inpatient stay (hospital, rehabilitative facility, skilled nursing facility, intermediate care facility, or residential care facility);
- Waiting times on the telephone, in the waiting room, or exam room;
- Behavior of any of the care providers or program staff;
- Adequacy of center facilities;
- Quality of the food provided;
- Transportation services;
- A violation of your rights; and
- Discrimination by any PACE center staff, contracted providers, and/or contracted provider staff.

### **Submission of Grievances**

A grievance can be made by you, your family member or caregiver, or your designated representative. The information below describes the grievance submission process.

1. You can verbally discuss your grievance either in person or by telephone with PACE program staff of the center you attend, or with any On Lok PACE contracted provider, including your driver, and the providers who care for you in your home. If you discuss

your grievance with a contracted provider, they will let an On Lok PACE staff person know the details of your complaint. The staff person will make sure that your grievance is documented. You will need to provide complete information of your grievance, so the appropriate staff person can respond and help to resolve your grievance in a timely and efficient manner. If you wish to submit your grievance in writing, please send your written grievance to:

On Lok PACE  
Health Plan Services Department  
1333 Bush Street  
San Francisco, CA 94109

While not required, you may request a Grievance Report form to use when submitting a written grievance.

You may also contact our Health Plan Services Department at **415-292-8895**, or our toll-free telephone number at **1-888-996-6565**, to receive assistance in filing a grievance. For the hearing impaired (TTY), please call **711**. Our Health Plan Services Department will assist you with your grievance submission. You may also access our website at **onlok.org/PACE** to receive information about the grievance process.

2. The staff member who receives your grievance will coordinate the investigation when the cause of your issue is not already known, and an investigation of your grievance will be conducted to find solutions and take appropriate action. All information related to your grievance will be kept strictly confidential, including from other On Lok PACE staff and contracted providers when appropriate. Please note, if you do not wish to be notified of the grievance resolution, let On Lok PACE know at the time you make your grievance. On Lok PACE will still investigate, but On Lok PACE will note your wishes and will not send you any further notifications.
3. On Lok PACE will continue to furnish all required services to you during the grievance process.
4. On Lok PACE staff will take action to resolve your grievance as quickly as your case requires, but no later than thirty (30) calendar days after receipt of your grievance.

## Resolution of Grievances

1. On Lok PACE will notify you of the resolution of your grievance as quickly as your case requires, but no later than three (3) calendar days after the date we resolve your grievance.
2. On Lok PACE will notify you either verbally or in writing based on your preference. The exception is for grievances related to quality of care, for which we will always provide written notification of the grievance resolution.
3. The notification that On Lok PACE provides will include a summary of your grievance, what steps we have taken to investigate the grievance, what we found as a result of our investigation, what actions we have taken or are going to take to resolve the issue, and

when you can expect those actions to occur.

## Grievance Review Options

1. If you are not satisfied with the resolution, please let us know so that we can continue to work toward a resolution that is acceptable.
2. You also have the option of contacting 1-800-MEDICARE (1-800-633-4227) to make a complaint related to the quality of your care or the delivery of a service.
3. If you have Medicare and your grievance is related to Medicare covered services, you, your family or caregiver, or your designated representative have the right to file a written complaint with the quality improvement organization (QIO). If you submit a complaint to the QIO, On Lok PACE must cooperate with them to resolve the complaint. This information will also be included in the resolution notification you receive if you have submitted your grievance to On Lok PACE as an additional option available to you.
4. In the event that On Lok PACE is unable to provide a satisfactory resolution, you are entitled to pursue your grievance with the California Department of Health Care Services by contacting:

Health Consumer Alliance  
Medicare Medi-Cal Ombudsman Program  
**www.healthconsumer.org**  
**Telephone: 1-888-804-3536**  
**TTY: 1-877-735-2929**

You may also contact the California Department of Managed Health Care:

California Department of Managed Health Care  
Help Center  
980 Ninth Street, Suite 500  
Sacramento, CA 95814-2725  
**Telephone: 1-888-466-2219**  
**Fax: 916-255-5241**  
**TDD: 1-877-688-9891**

Since On Lok PACE is a health care service plan, the California Department of Managed Health Care wants you to know the following:

“The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **415-292-8895** or **1-888-996-6565 (TTY: 711)** and use your health plan’s grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent

Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's internet website <http://www.dmhc.ca.gov> has complaint forms, IMR application forms and instructions online."

***Home Health Hotline:*** If you have a question or concern regarding On Lok PACE's home health services, we recommend that you first discuss the matter with your home health nurse, social worker, or PACE center director. However, please be informed that the State of California has established a confidential toll-free telephone number to receive questions or complaints about home health services. The telephone number is **1-800-554-0353**, and it is available Monday through Friday, from 9:00 a.m. to 5:00 p.m.