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MEMORANDUM

NOTICE #: 041514-1-I-SWCBS

TO: Area Agencies on Aging (AAAs)

FROM: Charles T. Corley, Secretary

DATE: April 15, 2014

SUBJECT: Notice of Instruction: Statewide Medicaid Managed Care Long-Term Care (SMMC LTC) Program Complaint and Grievance Reporting

The purpose of this notice is to provide guidance to AAAs for tracking and reporting LTC complaints and grievances. Section 430.2053, F.S., requires Aging and Disability Resource Centers (ADRCs) to provide assistance to elders and adults with disabilities who experience dissatisfaction concerning their care under the SMMC LTC Program.

Medicaid recipients contacting the ADRC with complaints or requesting assistance with filing a grievance concerning their LTC plan will be provided information to file their concerns with their plan. If the recipient has contacted the LTC plan and is unable to resolve the issue with the plan, the ADRC shall record this contact as a complaint and provide the recipient with information and assistance to continue seeking a resolution.

The ADRC shall record complaints using the SMMC LTC Complaint Form in the Client Information and Registration Tracking System (CIRTS). Effective immediately, the use of the CIRTS form replaces the ADRC's submission of the monthly SMMC LTC Complaint and Grievance Log.

Additional guidance to the AAAs is outlined in the following documents:

- Policy and Procedure for Grievance and Complaints, *Florida Association of Aging and Disability Resource Centers*
- SMMC LTC Training for the Aging and Disability Resource Centers (April 16-17, 2013), Tab 10 – Grievance and Appeals, *Department of Elder Affairs*
- Independent Consumer Support Program Training (attached), *Department of Elder Affairs*

Notice of Instruction: Statewide Medicaid Managed

<http://elderaffairs.state.fl.us>

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The Department appreciates your cooperation and continued efforts to assist in addressing the concerns of LTC recipients. If you have any questions, please contact Andrea Gary at garya@elderaffairs.org or (850) 414-2188. Thank you.

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