

Grievance and Appeal Fact Sheet 1603A

All of us at Catholic Health LIFE want to be sure you are satisfied with the care and service you receive. Please let us know whenever you have a problem or concern about your care (also known as a Grievance) or if you feel you are not getting the services you need. We will make every effort to address your concerns promptly and hopefully, to your satisfaction.

The following is important information about the process:

1. You, or a representative of your choice, can voice your grievance either verbally or in writing.
2. You can tell any LIFE staff member about your grievance. This can be done:
 - In person; or
 - By phoning either (716) 819-5102 or Toll Free at 1-888-845-0247 any time.
3. Written grievances can be sent to:

Susan Azzopardi BSN, RN
Catholic Health LIFE
55 Melroy Avenue
Lackawanna, NY 14218
4. LIFE staff will help you file a grievance if you need assistance.
5. You will receive written notification of our understanding of what the grievance is if we cannot immediately resolve it.
6. LIFE will not treat you differently if you voice a concern or file a grievance.
7. LIFE cannot take your services away because you file a grievance.
8. Your grievance will be treated confidentially.
9. LIFE will provide you an answer to your grievance within a timely manner of your formal filing of the grievance.
10. You may request that the Executive Director review the grievance if the proposed resolution is not to your satisfaction.

If your concern relates to a denial or reduction of a service, or non-payment for a service, this is called an Appeal. You should be aware of the following additional points concerning appeals:

1. You must file your appeal within 45 days of the date of the letter advising you of denial or reduction of a service, or non-payment for a service.
2. LIFE cannot take away other services because you file an appeal.
3. You have the right to tell LIFE not to stop or reduce the service in question during an appeal. You will need to tell LIFE not to stop or reduce the service during the appeal. LIFE will ask you to sign an agreement to pay for the service in question if the appeal is not decided in your favor.
4. If you think not having the service could place your life, health, or ability to regain or maintain maximum function in danger, let us know right away. LIFE will then answer your appeal within 72 hours. This is called an expedited appeal.