



PCA Program

COMPLAINT POLICY

Any person applying for or receiving services from the Tempus Unlimited, Inc. PCA Program has the opportunity to communicate concerns about their staff experience or outcome of services. Throughout this description, "You" refers to the consumer who is applying for or receiving services, or his or her surrogate or legal guardian. "We" refers to the Tempus Unlimited, Inc. PCA program. This policy is made available and reviewed at least annually to all people who utilize the Tempus Unlimited, Inc. PCA program.

Complaint Procedure in regards to Initial Evaluation or Re-evaluation:

You are encouraged to solve any concern or conflict directly with the Tempus Unlimited nurse who conducted your evaluation in a way that maximizes respect and outcome. If you believe your issue has not been resolved with the nurse, you can write a letter to the Evaluation Department Supervisor. Complaint should be received within 10 business days of the date of your evaluation, or it may not be considered. *Complaints must provide specific information in relation to the evaluation and indicate a clear discrepancy or they will not be considered.* We will respond in writing to the written complaint within 3 business days.

If you do not understand the reasoning of the Evaluation Department Supervisor's response, you may write to the Program Director. The Program Director has 3 business days to respond to you by phone or in writing. You can mail or fax to the Tempus Unlimited, Inc. PCM office at 877-867-1890. If you are not satisfied with the Program Director's response, you may write to the CEO. The CEO has 14 days to respond to you.

Complaint Procedure in regards to other occurrences:

You are encouraged to solve any concern or conflict directly with Tempus Unlimited staff in a way that maximizes respect and outcome. If you believe your issue has not been resolved with staff, you can contact the office directly. We will verify your concern and notify a supervisor. If you prefer to submit your complaint in writing, you may do so. The supervisor will look into the matter and respond to you within 3 business days.

If you believe your issue hasn't been resolved by the decision of the supervisor, you may put your concerns in writing and send them to the Tempus Unlimited PCA Program Director. You can mail or fax to the Tempus Unlimited, Inc. PCM office at 877-867-1890. The Program Director will review the issues and respond to you by phone or in writing within 3 business days.

If you believe your issue hasn't been resolved by the decision of the Program Director, you may report these concerns in writing to the Chief Executive Officer (CEO) of Tempus Unlimited, Inc. The CEO will examine the issue and respond to you in writing within 14 days.

MassHealth Prior Authorization (PA) Decision

If you disagree with MassHealth's decision regarding your PCA hours as described in the PA letter you received from MassHealth, you may file an appeal with MassHealth. The process is included in the Fair Hearing Request Form which is sent with your PA Decision Letter. It is suggested that you keep the envelope that the Decision Letter came in so you have evidence of when the notice was sent to you. The 'How to Ask for a Fair Hearing information' includes Your Right to Appeal and How to Appeal. To request an appeal of a MassHealth decision, you must fill out the Fair Hearing Request Form and send the written request to Board of Hearing, Office of Medicaid, 100 Hancock St, 6th Floor, Quincy, MA 02171, or fax the form to 617.847.1204. Please keep one copy of the Fair Hearing Request Form for your records.