



Community Services- PCM Grievance Policy

Introduction: Tempus Unlimited Personal Care Management (PCM) program is committed to providing you with the highest quality services. One of the ways we do this is by listening and responding to your concerns.

We understand that there may be times when you disagree with actions taken by a Tempus Unlimited employee, or when we did not meet your expectations. When this happens, you should speak with a supervisor/Team Leader to address your concerns immediately. Most issues can be solved by having a discussion with a supervisor. If you are still dissatisfied after speaking with a supervisor/Team Leader, you can file a grievance.

If you are a MassHealth PCA Consumer, Surrogate, or Administrative Proxy, you will receive a copy of this policy.

- When you first start the MassHealth Personal Care Attendant (PCA) program;
- At least once per year, during your annual skills training visit or evaluation; and/or
- Upon request.

This policy is also posted on the bottom of Tempus Unlimited PCM website page:

<https://tempusunlimited.org/personal-care-management-pca/>

If you have questions about this policy, please contact us at **800-924-7570 #3** and ask for help.

What is a Grievance?

A grievance is a formal complaint that you can file with Tempus Unlimited PCM. Tempus Unlimited PCM management reviews and responds, in writing, to every grievance we receive.

For example, you could submit a grievance to Tempus Unlimited PCM if:

- You disagree with a clinical evaluation completed by your nurse
- You disagree with a Consumer Assessment or Service Agreement completed by your skills trainer
- A Tempus Unlimited PCM employee did not treat you in a professional manner
- A Tempus Unlimited PCM employee made a mistake that has affected your services
- You believe that Tempus Unlimited PCM has not performed its tasks, according to MassHealth's rules

If you choose to file a grievance, we strongly recommend that you file it within **10 business days** of the event or issue you are concerned about. This will ensure that we can work with you to address your concern quickly. If you wait a longer time to file your grievance, it may be more difficult for us to address your concerns.

Who Can File a Grievance?

All Consumers, Surrogates, and Administrative Proxies in the MassHealth Personal Care Attendant (PCA) program can file a grievance with Tempus Unlimited PCM.

Is There Anything I Need to Do Before Filing a Grievance?

Before filing a grievance, we strongly encourage you to contact us and ask to speak with a supervisor. Our Team Leaders (supervisors) are dedicated to listening to your concerns and helping however they can. Most complaints can be resolved by having a conversation with a Team Leader (supervisor), instead of going through the formal grievance process.

However, if you have already tried to speak with a Team Leader (supervisor), or if your grievance requires immediate attention, we will follow the below process as soon as you file a grievance.

How do I File a Grievance?

You can file a grievance in-person, over the phone, or in writing. To file a grievance, you can:

- Come into the office, located at 600 Technology Center Drive, Stoughton, and ask to speak with a Tempus PCM Team Leader, or PCM Manager;
- Call 800-924-7570 #3, and ask to speak with a PCM Team Leader;
- Send an email to PCMIssues@tempusunlimited.org;
- Fax a letter to 866-867-1890; or
- Send a letter to Tempus Unlimited PCM, 600 Technology Center Drive, Stoughton, MA 02072.

When contacting us to file a grievance, we encourage you to provide as much information as you can. This will help us understand and respond to your concerns.

What Happens After I File a Grievance?

The following steps will be taken after you file a grievance:

- 1. Confirmation Letter:** After you file a grievance, you will receive a response from a PCM program manager within three business days. (Sometimes, we will respond sooner than three business days – for instance, if your situation is an emergency or if your safety is at risk.) The manager will send you a confirmation letter and will call you on the phone. In their response, the PCM program manager:
 - a. Will confirm that we received your grievance;
 - b. Will ask to schedule a meeting, to learn more about your concerns; and
 - c. May ask you for additional information or documentation, based on your grievance.
- 2. Review Meeting:** The manager will schedule a review meeting, which can be held via telephone, videoconference, or in-person. The review meeting will be held within 10 business days of the date when you filed your grievance. For the review meeting:
 - a. You have the right to choose whether the meeting is conducted in-person, via telephone, or via videoconference.
 - b. You have the right to an interpreter.
 - c. You have the right to bring someone to the meeting who will support you or represent you.
 - d. You have the right to bring additional documentation to the review meeting.
 - e. The manager will ask you about your grievance and try to understand your concerns.
 - f. The manager will explain any relevant policies or procedures that apply to your case.
 - g. The manager may ask you for additional information or documents
If so, the manager may give you a reasonable deadline to provide the information or documents.
 - h. The PCM program manager may ask other employees to attend the meeting, if appropriate.

- 3. Written Decision:** After the review meeting, the Director of Community Services will review all evidence of your case. Then, the Director of Community Services will send you a written decision letter within four (4) weeks of the date when you filed your grievance. The written decision letter will include all of the Director's findings, plus a description of any actions being taken to address your concerns.

What if I Don't Agree with the Written Decision?

If you do not agree with the Director of Community Service's written decision, you have the right to send a written letter to Chief Executive Officer and request a review of your grievance.

To request a review, you should send an email or letter to Larry Spencer, CEO at LSpencer@tempusunlimited.org or 600 Technology Center Drive, Stoughton, MA 02072, and explain why you do not agree with the written decision.

After receiving your letter, the Chief Executive Officer will review your case and will issue a final decision. If necessary, the CEO may ask to speak with you or other staff involved in your grievance. The CEO will send you their final decision in writing, within two (2) weeks of receiving your request for a second review.