



CASE MANAGEMENT/SERVICE COORDINATION GRIEVANCE/COMPLAINT PROCEDURE AND DISPUTE RESOLUTION PROCEDURE

GRIEVANCE/COMPLAINT PROCEDURE

If you do not agree with a change or decision that Imagine! makes, you can file a complaint and ask to tell your side of the story to the people who made the decision.

Filing a complaint will never cause you to lose any of your services and you cannot be coerced, intimidated, threatened or retaliated against because you have filed a grievance/complaint or have participated in the grievance/complaint process .

When you file a complaint, this is what will happen:

Within 10 days, your Case Manager will schedule an informal meeting with everyone involved in the decision to try and take care of the problem.

If the problem is not taken care of at the informal meeting, your Case Manager will arrange for everyone to meet with the Director of Client relations or their representative. Mediation can also be used as an alternative to the informal meeting if all parties are in agreement. Contact your Case Manager for information regarding mediation.

Everyone involved will be told about this meeting at least 10 days before the meeting unless everyone involved wants to meet sooner.

You can bring someone with you to help present your information. (See advocacy listings at the end of the document.)

Within 10 days after the meeting, you will get an answer from the Director of Client relations or their representative.

If anyone is still unhappy with the decision, the Imagine! Chief Executive Officer or their designee will review the decision and may need to call another meeting if more information is needed.

The Imagine! Chief Executive Officer will make a decision within 10 days. The Imagine! Chief Executive Officer's decision is the final decision.

Mediation can be used as an alternative to the informal meeting if all parties are in agreement. Please contact your Case Manager regarding mediation.

DISPUTE RESOLUTION PROCEDURE

Imagine! must let you know in writing at least 15 days before it plans to make any changes in your programs or services if:

- * **You are no longer eligible for services,**
- * **Your services are going to end, or**
- * **The services written in your individual plan are going to be changed, reduced, or denied.**

If you do not agree with a change or decision that Imagine! makes, you can file a dispute with the Chief Executive Officer and ask to tell your side of the story to the people who made the decision. Filing a dispute will never cause you to lose any of your services and you cannot be coerced, intimidated, threatened or retaliated against because you have filed a grievance/complaint or have participated in the grievance/complaint procedure .

When you file a dispute, this is what will happen:

Your Case Manager will schedule an informal meeting with everyone involved in the decision to try and take care of the problem, or you can ask for the formal dispute process to start immediately. The informal meeting must be held no more than 15 days after you file your dispute.

Mediation may be used as an alternative to the informal meeting if all parties are in agreement. Please contact your Case manager regarding mediation.

If the problem is not taken care of in the informal meeting, either you or Imagine! can ask that the Dispute Resolution Procedure be started.

THE FORMAL DISPUTE RESOLUTION PROCESS:

Imagine! will arrange for everyone involved to present information that supports his or her position to an impartial decision-maker. The impartial decision maker will not be anyone who is involved with the issue.

Everyone involved will be told about this meeting at least 10 days before the meeting unless everyone involved wants to meet sooner.

You can have a lawyer or someone else present your case if you want.

You or your representative will be allowed to answer or ask questions of the opposing position. The meeting may be video or audio taped.

Within 15 days of the meeting, you will receive a written decision in the mail from the impartial decision maker.

If anyone is unhappy with the decision, either you or Imagine! may ask the Executive Director of the Colorado Department of Human Services to review the decision.

Within 15 days of the postmark on the written decision, the Executive Director of the Colorado Department of Human Services will be told about the problem and what has been done to fix it so far.

The Executive Director may ask for more information or another meeting to help make a decision.

The Executive Director will make a decision based on all of the information within 10 days of receiving all of the information.

The Executive Director of the Colorado Department of Human Service's decision is the final decision.

Your services and supports will not stop during the Dispute Resolution Process unless Developmental Disabilities Services decides that it is an emergency situation.

An emergency situation could include mistreatment, neglect, abuse, or exploitation or other situations that could result in harm to you or someone else.

There are certain instances in which an individual may have the right to file an appeal (dispute) of a decision not only through the developmental disabilities system but also through the Medicaid system. This is known as asking for a Medicaid Fair Hearing.

This applies only if you are **currently receiving services** through the developmental disabilities system, not if you are in the application process for services in the developmental disabilities system, and if you are receiving Medicaid funded services (not state funded services). To dispute **initial eligibility decisions**, a separate Conflict Resolution process is followed.

Your Case Manager can provide you with information on a Medicaid Fair Hearing.

Advocacy Organizations:
Association for Community Living 303.527.0888
The Legal Center 303.722.0300
