

Grievance Example

Member Name	SCO ID #
Jane Doe	S00222222
BRIEF OVERVIEW:	<p>1/17/2014 3:00 PM. This care manager spoke with member who is on PCA to detail the treatment plan developed after quarterly assessment two days ago. Treatment plan includes 15 daytime hours per week which is a continuation of previous plan. Member expresses dissatisfaction and states she needs at least 25 daytime hours per week and 2 hours every night for a total of 14 nighttime hours. The Care manager explains that based on assessment process and treatment team guidelines 15 PCA hours meets the member's needs. The treatment plan does not support the additional hours this member is requesting. The member states that she thinks the guidelines are poorly designed and "for the birds." She also states her neighbor gets that many hours, so why shouldn't she. This Care manager assisted member in placing a call to customer service to request an Organizational Determination from Tufts Health Plan. Member is requesting 10 additional daytime PCA hours and 14 nighttime PCA hours. These 10 additional daytime hours and 14 nighttime PCA hours are not supported by the treatment plan</p>
ACTIONS TAKEN:	<p>Grievance tasked to Ryan Peters; Member assisted in contacting Customer Relations to initiate an OD on 1/17/2014 at 4PM.</p>