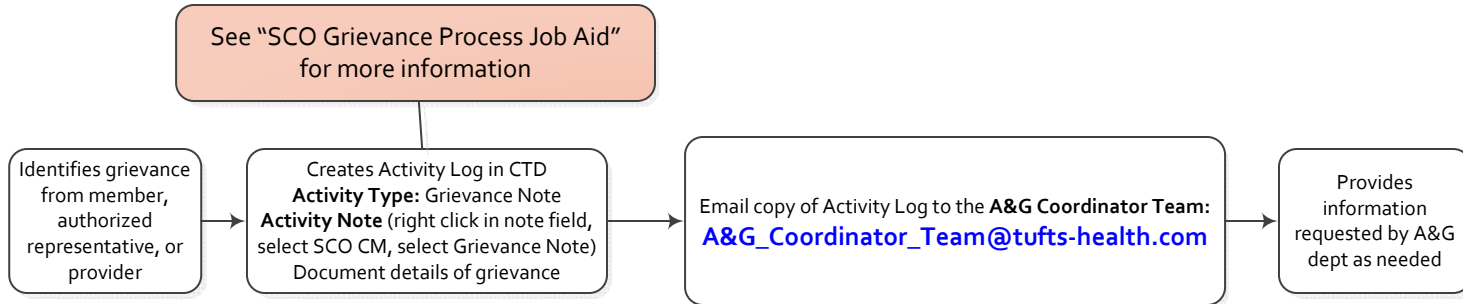


SCO Care Manager



Service Level Agreement:

Grievances will be emailed to the A&G Department on the same business day (and no later than 2 business days) that the grievance is received.

A&G: Appeals & Grievances
CTD: CaseTrakker Dynamo

Grievance = Any expression of discontent
Care Manager = Care Coordinator, Geriatric Support Services Coordinator, RN Care Manager