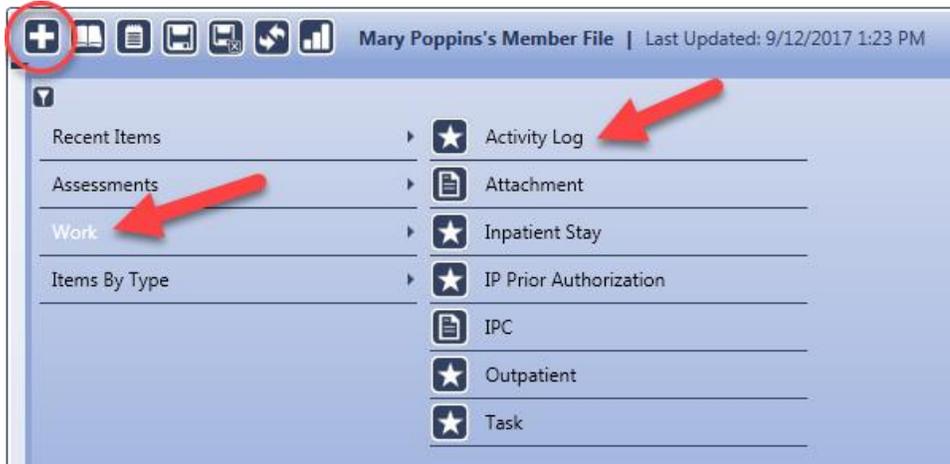


To add a Grievance Note:

1. Open the member's file.
2. Click the + icon, then "Work" and "Activity Log."



3. Under Activity Type, select "Grievance Note." In the Notes section, right click and select "Standard Text", "SCO CM," and "Grievance Note" to populate the note template.

A screenshot of a web application form for adding a grievance note. The form is titled "Activity Information". Under "Activity Information", there is a dropdown menu for "Activity Type" which is currently set to "Grievance Note". Below this is a "Notes" section with a text area containing the following text: "Date of Assessment:", "Brief Overview:", and "Actions Taken:". To the right of the notes section is a vertical list of activity types, each with a star icon: "Task", "IP Prior Auth", "Inpatient Stay", and "Outpatient". Below the notes section is an "Attachments" section with a large rectangular area containing the text "Drag and Drop Files Here to Attach Them" and an "Attachment" icon.

4. Populate the specifics of the Grievance Note template following the example on the following page.

Date of Assessment: Date and time grievance was reported

Brief Overview: Detail who is requesting or grieving, what the request/grievance is, and where the conversation is taking place. Also document when this event occurred, what they want to happen, and why they want that resolution. Finally, describe what solutions have been tried/offered, and with what result.

- **Example:** 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 expressed dissatisfaction and stated she needs at least 25 daytime hours per week and 2 hours every night for a total of 14 nighttime hours. The Care Manager explained 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 stated that she thinks the guidelines are poorly designed and "for the birds." She also stated 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.

Actions Taken: Document any actions you have taken to assist the member. Remember you will need to copy the Activity Log entry and email it to the Appeals & Grievances Coordinator Team at A&G_Coordinator_Team@tufts-health.com.

- **Example:** Member assisted in contacting Customer Relations to initiate an OD on 1/17/2016 at 4 p.m. Emailed A&G Coordinator team on 1/17/2016 at 4:30 p.m.