

Southern California Renal Disease Council, Inc.

ESRD Network 18

Timetable for Complaints and Grievances

Contact Type	Acknowledgement Of Complaint/Grievance	Investigation, Review and Initial Resolution	Provider Comment/Response Period	Final Report/Letter Due to Complainant/Grievant	Total Days to Complete Process
Complaint (verbal)	Acknowledge complaint during initial contact.	Gather information and try to resolve the complaint as quickly as possible.	Letter <u>not</u> required.	Follow-up by phone or letter as appropriate.	1 to 90 Days
Complaint (written)	Letter of acknowledgement sent within five (5) business days from receipt of letter.	Gather information and try to resolve the complaint as quickly as possible (usually within 30 days).	Letter <u>not</u> required.	Follow-up by phone or letter as appropriate. (Usual procedure is to follow-up with letter.)	1 to 90 Days
Grievance	Letter of acknowledgement sent within five (5) business days from receipt of grievance.	Up to 50 calendar days from initial contact date for intake and resolution.	Thirty (30) days after completing intake and initial resolution determination.	No later than five (5) business days after provider comment due date.	No more than 90 Days

All complaints are handled as quickly as possible. Whenever possible the time frame is shortened, with the exception of the time allowed for the provider comment/response.

This material was prepared by Southern California Renal Disease Council, Inc. under contract #HHSM-500-2006-NW018C with the Centers for Medicare and Medicaid Services (CMS). The contents do not necessarily reflect CMS policy.

Reviewed: April, 2007