

HOW TO FILE A GRIEVANCE, APPEAL OR STATE FAIR HEARING

Grievances, appeals and state fair hearings can be filed orally or in writing by contacting LifeWays Customer Services. Simply contact LifeWays and request to file a grievance, start a local appeal, or Request a State Fair Hearing. LifeWays is available to assist you in completing the form.

EXPLANATION OF GRIEVANCES, APPEALS, AND STATE FAIR HEARINGS

You would **FILE A GRIEVANCE** if you were unhappy with the way your services were provided or how you were treated.

You would **FILE AN APPEAL** if you were denied services or received a decision that reduced, suspended, or terminated your services.

A **STATE FAIR HEARING** is an appeal that is presented to a neutral judge for a decision. This can only happen after receiving a local appeal decision.



A Grievance, Appeal, & Dispute Resolution form is available in your Welcome Packet or by request.

If you choose to file a grievance or appeal, you are protected by the **PATIENT PROTECTION AND AFFORDABLE CARE ACT** against retaliation or discrimination.


If you are not receiving the dignity and respect you deserve, or if you are not receiving services according to your plan, it could be that you also want to file an Office of Recipient Rights (ORR) complaint. The Office of Recipient Rights can be reached at (517) 796-4516. See the Your Rights booklet for more information on the process.


LifeWays

GRIEVANCES, APPEALS & DISPUTE RESOLUTION



CONTACT US

 1 (866) 630-3690

 lifewaysmi.org

 facebook.com/lifewaysmi

JACKSON OFFICE

1200 N. West Ave
Jackson, MI 49202
Hours: M-F 8 AM - 7 PM

HILLSDALE OFFICE

25 Care Drive
Hillsdale, MI 49242
Hours: M-F 8 AM - 6 PM

LifeWays

“
You have the right to say you are unhappy with your services.”

STEPS TO FILE A GRIEVANCE

1. CONTACT

If you are ever unhappy with the way your services are provided, or how you are treated, including network providers, please contact LifeWays and request to **FILE A GRIEVANCE**. LifeWays will review your grievance and notify you as soon as possible.

You may contact LifeWays at:

- Customer Service: 1 (866) 630-3690
- Email: customerservice@lifewaysmi.org
- Stop in and speak with Customer Services.
- Fill out a *Grievance/Appeal & Dispute Resolution form and mail it or drop it off at LifeWays

2. WAIT FOR GRIEVANCE PROCESS

The grievance process may take up to ninety (90) calendar days for a resolution.** But LifeWays' Customer Services understands this is an important part of your life and we will try to resolve all grievances as quickly as possible.

You have the right to request an expedited or "faster" review if waiting on the standard process seriously jeopardizes your your life, health, or your ability to attain, maintain, or regain maximum function.



TIME CONSTRAINTS TO NOTE

A grievance can be filed at any time.

*A Grievance/Appeal & Dispute Resolution form is available in your Welcome Packet or through contacting LifeWays.

**Once a Grievance is resolved, Customer Services will notify you in writing of the resolution.

***A Hearing Request Form is available by request from LifeWays.

QUESTION MARK
GRIEVANCE OR...
APPEAL

STEPS TO FILE A LOCAL APPEAL

1. CONTACT

If you do not agree with a decision made regarding your services, or if a decision is made that denies your request for services or reduces, suspends, or terminates the services you already receive, please contact LifeWays and request to **FILE A LOCAL APPEAL**. LifeWays will review your appeal and notify you as soon as possible.

You may contact us at:

- Customer Service: 1 (866) 630-3690
- Email: customerservice@lifewaysmi.org
- Stop in and speak with Customer Services
- Fill out a *Grievance/Appeal & Dispute Resolution form and mail it or drop it off at LifeWays

2.

WAIT FOR LOCAL APEAL PROCESS

The local appeal process may take up to thirty (30) calendar days for resolution. You have a right to request an expedited or "faster" hearing if a standard appeal would seriously jeopardize your life, health, or your ability to attain, maintain, or regain maximum function. If requested and accepted, you will receive a response to your local appeal within 72 hours.



TIME CONSTRAINTS TO NOTE

Local appeals must be filed within sixty (60) calendar days from the date of denial notice.

STEPS TO FILE A STATE FAIR HEARING

NEXT...

1. CONTACT

If you're unsatisfied with the resolution of your local appeal, please contact LifeWays to **REQUEST A STATE FAIR HEARING**.

You may contact us at:

- Customer Service: 1 (866) 630-3690
- Email: customerservice@lifewaysmi.org
- Stop in and speak with Customer Services:
- Fill out a Hearing Request Form*** and mail or drop off at LifeWays.

2.

WAIT FOR LOCAL APEAL PROCESS

The state fair hearing process may take up to ninety (90) calendar days for resolution. You have a right to an expedited hearing for the same reasons as a local appeal. To request an expedited hearing, call the Michigan Office of Administrative Hearings and Rules (MOAHR) toll free at 1 (800) 648-3397.



TIME CONSTRAINTS TO NOTE

A state fair hearing must be requested within 120 calendar days from the date of local appeal decision.