

SERENITY CARE PACE

How to File a Grievance

Serenity Care PACE wants all participants to know how to file a grievance and report any dissatisfaction with service delivery or quality of care.

Complaints can be made by a participant, their family, caregiver, or designated representative to any staff member or anonymously through the Grievance Box and will remain confidential. You can make a complaint verbally and/or in writing to any Serenity Care PACE staff member or contractor that helps you in your home, the PACE center, or during transportation. Your complaint will be recorded and addressed as quickly as your health requires but no later than 30 calendar days of receipt. You will continue to receive all your services during the grievance process.

If your complaint is related to a request and the interdisciplinary team issues a denial, you will be provided with instructions on How to File an Appeal.

If your complaint is not resolved to your satisfaction, contact the Compliance Officer at (413) 241-6321 within 30 days of receipt of the Grievance Resolution Letter and a further investigation will be conducted.

If your complaint is about our use of your privileged health information, you can also file a complaint with the Secretary of Health and Human Services:

U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201

If you receive Medicare, you can also file a complaint with the Center for Medicare and Medicaid Services:

Center for Medicare and Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244-1850
1-800-MEDICARE (1-800-633-4227)

If you receive Medicaid, you can also file a complaint with the Office of Medicaid:

Office of Medicaid
100 Hancock Street
Quincy MA 02171
(800) 841-2900

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If your complaint involves allegations of discrimination not resolved to your satisfaction, you can file a civil rights complaint with the Office for Civil Rights:

U.S. Department of Health and Human Services, Office of Human Rights
200 Independence Avenue SW, Room 509F,
HHH Building, Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>