
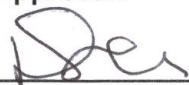




# Community Health Center of Southeast Kansas

PATIENT COMPLAINT/GRIEVANCE	
Effective Date: September 19, 2024	Policy Section: General
Approval:  Chief Executive Officer	Approval:  Board Chairperson
Date: 9/19/24	Date: 9-19-24

**Policy:** Patients, their representative, and family have the right to express concerns, complaints or grievances without fear of retaliation, termination, discharge, or discrimination in any way. Concerns are investigated with the result of that investigation communicated to the person within thirty (30) days. Patients have the right to communicate their concerns, complaints, or grievance to state and/or federal agencies, as appropriate. No Community Health Center of Southeast Kansas, Inc. (CHC/SEK) staff participating in the investigation will be discharged or discriminated against in any way. CHC/SEK will cooperate with the Kansas Department for Aging and Disability Services (KDADS) and other state and/or federal agencies in completion of any inquiries related to client/patient rights conducted by those agency staff.

**Process:**

1. Patients may submit concerns verbally, through phone call or in writing; Patients and their representative or family are encouraged to communicate concerns and questions to the Practice Manager of a CHC/SEK clinic.
2. CHC/SEK staff will seek to resolve the concern to the patient’s satisfaction as soon as possible.
3. Concerns that cannot be resolved and complaints of a significant nature (e.g. confidentiality breach, allegations of fraudulent practice, violation of patient’s rights) should be directed to CHC/SEK’s Chief Compliance Officer and/or his designee.
4. Following an investigation and review of the concern, CHC/SEK’s Chief Compliance Officer, and/or his designee, will communicate steps that have been taken to investigate the complaint/grievance and the result of the investigation to the patient within thirty (30) days.
  - a. For any Specialty Pharmacy complaint, CHC/SEK’s Chief Compliance Officer, and/or his designee will notify the patient using either oral, telephone, email, fax, or letter format within five (5) calendar days of receiving the complaint. Within fourteen (14) days, CHC/SEK shall provide written notification of the results of its investigation and response. CHC/SEK will maintain records of all grievances/complaints, client/patient notifications, investigations, and outcomes and report through the quality/risk management process. <sup>1</sup>

<sup>1</sup> ACHC Specialty Pharmacy Accreditation: Standards 2-4A and 2-4B  
URAC Specialty Pharmacy Accreditation: Standard CPE2-3

5. Patterns of patient complaints/concerns are tracked through the quality/risk management process (see *CHC/SEK's Risk Management Program/Plan, as amended, for additional details*) and addressed as appropriate.
6. Patients who are dissatisfied with the outcome of the investigation may be referred to CHC/SEK's Key Management Staff, namely CHC/SEK's Chief Compliance Officer, for further review.
7. The patient has the right to contact the following organizations/agencies, at any time, during the complaint process:

Privacy/Confidentiality/HIPAA:

**Midwest Region (Kansas)**

Office for Civil Rights  
 U.S. Department of Health and Human Services  
 233 N. Michigan Ave., Suite 240  
 Chicago, IL 60601  
 Phone: 1-800-368-1019  
 Fax: 1-202-619-3818  
 TDD: 1-800-537-7697  
 Email: ocrmail@hhs.gov

**Southwest Region (Oklahoma)**

Office for Civil Rights  
 U.S. Department of Health and Human Services  
 1301 Young Street, Suite 1169  
 Dallas, TX 75202  
 Phone: 1-800-368-1019  
 Fax: 1-202-619-3818  
 TDD: 1-800-537-7697  
 Email: ocrmail@hhs.gov

Suspicion of Fraud and Abuse (Medicaid):

**Kansas Medicaid Fraud and Abuse Division**

Attorney General's Office  
 Phone: 1-866-551-6328  
 Alt Phone: 785-368-6220

**Office of the Medicaid Inspector General**

120 SW 10<sup>th</sup> Ave, 2<sup>nd</sup> Floor  
 Topeka, KS 66612-1597  
 Phone: 785-296-8637  
<https://www.ag.ks.gov/complaint-center/medicaid-inspector-general-form>

**Oklahoma Medicaid Fraud and Abuse**

Department of Health and Human Services  
 Attn: Hotline  
 330 Independence Ave., SW  
 Washington, DC 20201

**OKDHS Fraud Hotline – State of Oklahoma**

Phone: 1-800-784-5887

**Office of Inspector General – National**

Phone: 1-800-447-8477  
 TTY: 1-800-377-4950

**SoonerCare Provider Fraud**

Office of Attorney General  
 Medicaid Fraud Control Unit  
 313 NE 21st Street  
 Oklahoma City, OK 73105  
 Phone: 405-521-3921 – Oklahoma City  
 Phone: 918-581-2885 – Tulsa

Suspicion of Fraud and Abuse (Medicare):

**Medicare**

Phone: 1-800-MEDICARE (1-800-633-4227)  
 TTY: 1-877-486-2048

**Medicare Advantage Plan**

Medicare Drug Integrity Contractor (MEDIC)  
 Phone: 1-877-7SAFERX (1-877-772-3379)  
 Email: HHSTips@oig.hhs.gov

Dentist and Dental Hygienists Concerns:**Kansas Dental Board**

Landon State Office Building  
 900 SW Jackson, Suite 455-S  
 Topeka, KS 66612  
 Phone: 785-296-6400  
 Fax: 785-296-3116

**Oklahoma State Board of Dentistry**

2920 N. Lincoln Blvd., Ste. B  
 Oklahoma City, OK 73105  
 Phone: 405-522-4844  
 Fax: 405-522-4691

Substance Use and Addiction Services:**Kansas Department of Aging and Disability Services**

New England Building  
 503 S. Kansas Ave.  
 Topeka, KS 66603-3404  
 Phone: 785-296-4986  
 Toll Free: 1-800-432-3535 (in Kansas only)  
 TTY Number: 785-291-3167  
 Fax: 785-296-0256  
<http://www.ksbha.org/complaints.shtml>

**Oklahoma Department of Mental Health and Substance Abuse Services**

Advocacy Division  
 P.O. Box 151  
 Norman, OK 73070  
 Phone: 405-573-6605 – Oklahoma City Metro  
 Phone: 1-866-699-6605 – Statewide (Oklahoma)  
 Email: [advocacydivision@odmhsas.org](mailto:advocacydivision@odmhsas.org)

Physician and Physician Assistant (PA) Concerns:**Kansas State Board of Healing Arts**

800 SW Jackson, Lower Level – Suite A  
 Topeka, KS 66612  
 Phone: 785-296-1788  
 Email: [KSBHA\\_complaints@ks.gov](mailto:KSBHA_complaints@ks.gov)  
[http://www.ksbha.org/forms/complaint\\_fillable.pdf](http://www.ksbha.org/forms/complaint_fillable.pdf)  
[https://ksbha.ks.gov/verification\\_BOHA/](https://ksbha.ks.gov/verification_BOHA/)

**Oklahoma State Board of Healing Arts**

4848 N. Lincoln Blvd., Suite 100  
 Oklahoma City, OK 73105-3321  
 Phone: 405-528-8625  
<http://www.okmedicalboard.org/complaint>

Advanced Practice Registered Nurse (APRN) Concerns:**Kansas Board of Nursing**

Landon State Office Building  
 900 SW Jackson Street, Suite 1051  
 Topeka, KS 66612-1230  
 Phone: 785-296-8401  
<https://ksbn.kansa.gov/how-to-file-a-complaint/>

**Oklahoma State Board of Nursing**

2915 N. Classen, Suite 524  
 Oklahoma City, OK 73106  
 Phone: 405-962-1800  
<http://nursing.ok.gov/reportviolations.pdf>

Behavioral Health Concerns:**Kansas Behavioral Sciences Regulatory Board**

Eisenhower State Office Building  
 700 SW Harrison, Ste. 42

**Oklahoma State Board of Behavioral Health Licensure**

3815 N. Santa Fe, Ste. 110

Topeka, KS 66603  
Phone: 785-296-3240  
Email: [bsrb@ks.gov](mailto:bsrb@ks.gov)  
<https://ksbsrb.ks.gov/complaints/complaint-form>

Oklahoma City, OK 73118  
Phone: 405-522-3696  
[www.ok.gov/behavioralhealth](http://www.ok.gov/behavioralhealth)

Hospice Concerns:

**Kansas Department of Aging and Disability Services (KDADS)**

Division of Public Health  
1000 SW Jackson, Suite 540  
Topeka, KS 66612  
Phone: 1-800-842-0078

Specialty Pharmacy Concerns:

**Accreditation Commission for Health Care, Inc. (ACHC)**

139 Weston Oaks Ct.  
Cary, NC 27513  
Phone: 1-855-937-2242  
Fax: 1-919-785-3011  
Email: [customerservice@achc.org](mailto:customerservice@achc.org)  
Online: [www.achc.org/contact/](http://www.achc.org/contact/)

**Utilization Review Accreditation Commission (URAC)**

1220 L Street NW  
Suite 900  
Washington, DC 20005  
Phone: 1-202-216-9010  
Online: [www.urac.org/contact/file-a-grievance/](http://www.urac.org/contact/file-a-grievance/)

Note: The Patient Compliant/Grievance Process excludes Patient Account/Billing Issues. These issues should be referred to the Chief Compliance Officer and/or his designee.

Daniel S. Creitz  
CHC/SEK Chief Compliance Officer  
3015 N. Michigan  
Pittsburg, KS 66762  
Phone: 620-240-5015  
Fax: 620-235-0869

Revised:            06/21/2007            09/17/2015            02/18/2016            06/21/2018            11/21/2019  
                          09/19/2024