

Policy #11
CurrentCare Complaints Policy

Purpose

The CurrentCare Complaints Policy establishes RIQI's policy for reviewing and resolving enrollee's complaints.

Scope

This policy applies to all departments and positions at all levels, including full-time, part-time, and temporary positions. This policy also applies to all CurrentCare user sites.

Policy Statement

RIQI has the responsibility to provide a process by which patients may complain and/or make suggestions or other comments about CurrentCare related practices. RIQI additionally requires provider site users to address complaints related to CurrentCare at those sites. Further, complaints may be addressed to a designated third party advocate to be identified by the Rhode Island Department of Health.

RIQI and authorized users of CurrentCare will accept complaints pertaining to CurrentCare. RIQI will make this policy known through educational materials and online resources.

All complaints are private, confidential and protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) guidelines. Patient identity is confidential and cannot be released without the express written permission of the patient. Access to information or documents regarding a complaint will be restricted to appropriate RIQI staff. Records related to any complaint will be stored in a secure location either in hard copy or electronic format.

Neither RIQI nor users who view information through CurrentCare will retaliate, discriminate against, intimidate, coerce, or otherwise reprise patients or patient advocates related to the filing of a complaint.

Patients will be advised of their right to complain to federal and state authorities to seek civil and criminal penalties under Rhode Island state and federal law for any actions taken by CurrentCare user sites or RIQI that violate state or federal law.

Compliance

Any violation of this policy will subject the employee to disciplinary action or immediate discharge. Any RIQI employee having knowledge of any violation of the policy shall promptly report such violation to Human Resources or to the HIPAA Privacy Officer.

| Version | Effective Date | Statement of Change |
|---------|--------------------------|--|
| 01 | May 22, 2008 | Original document |
| 02 | November 29, 2012 | Format change and changes to policy and procedure language; Replacement of RHIO with RIQI throughout policy |
| 03 | February 25, 2014 | Revision of Purpose section; Removal of Procedure section; Addition of Scope section; Revisions to policy statement; Removal of Responsibility section |
| 04 | See signature date below | Per Audit & Compliance/Policy & Legal Committee Review: First paragraph removed from Policy Statement; Added "enrollee's" to Purpose section |

| | | |
|--------|--|-----------------|
| Ver 4. |  Alok Gupta, CIO & COO | 7/29/14 Date |
|--------|--|-----------------|