

**Grievances:**

Grievances are complaints or general dissatisfaction with any matter. When a participant is unhappy with their services, there is the option to file a grievance. Region 3B Area Agency on Aging, d/b/a CareWell Services Southwest, must inform a participant on how to file a grievance and can assist with filling out forms. Region 3B Area Agency on Aging, d/b/a CareWell Services Southwest, will let the participant know when the grievance is received and will work with the participant to resolve the complaint. Region 3B Area Agency on Aging, d/b/a CareWell Services Southwest, has 90 days to respond with a resolution to the complaint.

**Appeals:**

A participant can appeal any decision about their services and supports that Region 3B Area Agency on Aging, d/b/a CareWell Services Southwest makes. This includes reducing, suspending or terminating services that a participant already has or denying a service that a participant has asked for. When a decision is made that reduces, suspends, terminates or denies a service, a letter called an Adverse Benefit Determination is required to be mailed by the agency. This letter contains information about the changes in the services and the participant's rights. If a participant does not agree with the changes or the decision that has been made, they have the right to ask for an appeal.

The directions for filing an appeal are on the Adverse Benefit Determination. There is a time limit of 60 days to file an appeal. Appeals can be submitted either orally or in writing. Oral appeals must be followed up with a written request. An authorized representative may file on the participant's behalf if there is a written consent provided. If the consent is not provided, the agency will deny the request.

If the participant wishes for their changed services to continue during the appeal process, the participant must submit an appeal to the agency within 10 days. If the appeal is received within the 10 days, the services will continue until a decision is made.

Region 3B Area Agency on Aging, d/b/a CareWell Services Southwest, has an unbiased Hearings and Appeals Committee that reviews each appeal. The committee must make a decision and send the participant a letter with the decision within 30 days from the date of appeal. This letter is called an Appeal Resolution Notice.

A participant can file a fast appeal if the participant feels that the changes to the services will harm them. For a fast appeal, the decision must be made within 72 hours. For a fast appeal, a letter from a physician is required.

Hearings & Appeals

200 W. Michigan Avenue, Suite 102

Battle Creek, MI 49017

Toll Free: 1-800-626-6719 and TTY: 711 or 1-800-432-0762

Fax#: 269-966-2493

There are two situations where a participant may ask for a State Fair Hearing:

1. If a participant receives an Appeal Resolution Notice that is not in their favor, they may follow the instructions on the Notice to ask for a State Fair Hearing. A participant must request a State Fair Hearing within 120 days of the Appeal Resolution Notice. If the request is received within 10 days and it is requested that services continue, the services will remain in place during the State Fair Hearing process. If a State Fair Hearing is not requested, services will change as originally planned.
2. If a participant asked for an appeal, but Region 3B Area Agency on Aging, d/b/a CareWell Services Southwest, did not make a decision within 30 days, or 45 days if an extension was granted.

For more information about State Fair Hearings, contact the Michigan Administrative Hearing System at 1-877-833-0870.