

You may choose to have another person represent you at the hearing:

- This person can be anyone you choose
- This person may request a hearing for you
- You must give this person written permission to represent you.

You may provide a letter or a copy of a court order naming this person as your guardian or conservator. You do not need any written permission if this person is your spouse or attorney.

Those filing grievances/appeals will not be retaliated against in any way. Resolutions will be based solely upon medical necessity and consumer choice in accordance with treatment protocols.

**NOTE:** If you file an appeal and/or a hearing you may ask that your services remain in place if you appeal within 12 calendar days of this notice, if the authorization has not expired, if the action is a reduction, termination, or suspension, and if the authorization was ordered by an authorized provider. If services remain in place, you may have to repay the cost of these services if the hearing or appeal upholds the decision, if you withdraw your appeal or hearing request, or if you or your representative does not attend the hearing.

## What happens if I feel my rights have been violated?

You have the right to be free from abuse and neglect, treated with dignity and respect and have your confidentiality upheld.

If you feel any of your rights have been violated you can call the LifeWays Recipient Rights Office at (517) 796-4587 or toll-free at (866) 630-3690 or call LifeWays Customer Services.

## What happens if I have further questions regarding grievances or appeals?

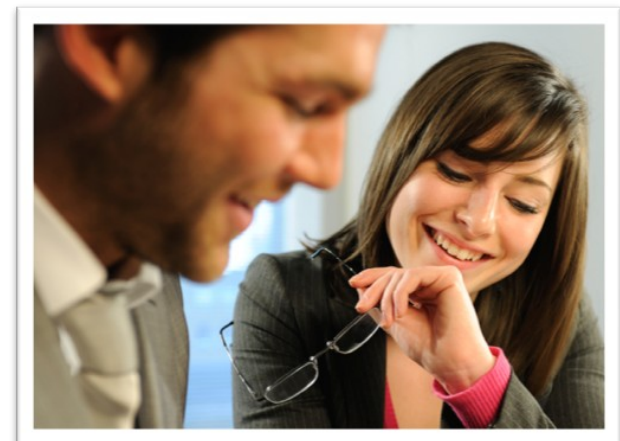
You will be given detailed information about grievance and appeal processes when you first start services and then again annually. You may ask for this information at any time by contacting the LifeWays Customer Services Office.

## How do I contact LifeWays Customer Services?

LifeWays Customer Services  
1200 North West Avenue  
Jackson, MI 49202  
Phone (517)780-3332  
Toll-Free (866) 630-3690  
TTY/TDD (517) 789-2492  
Michigan Relay (800) 649-3777  
Hours: Monday-Friday 8am-5pm

**LifeWays**  
Community Mental Health  
[www.lifewayscmh.org](http://www.lifewayscmh.org)

## Grievance & Appeals



## Who can file a grievance/appeal?

**Grievances** can be filed by anyone (consumers, family members, providers, community members or guardians). LifeWays has a customer-friendly process that lets us advocate for your needs.

**Appeals** can be filed by the consumer, the guardian or an advocate with the consumer's consent and signature.

## When can I file a grievance or appeal?

**Grievance:** No time limit.

**Appeals:** Within 45 days from date of denial notice.

**Medicaid Fair Hearing:** Within 90 days from date of denial notice.

## What do I do if I have a grievance or appeal?

You have the right to say that you are unhappy with your services or supports or the staff who provide them, by filing a "grievance." You can file a grievance at *any time*. Grievances and/or appeals can be filed verbally (*verbal inquiries seeking an appeal are treated as appeals in order to establish the earliest possible filing date*) or in writing by contacting LifeWays Customer Services.

## What happens when I call Customer Services?

Assistance is available in the filing process by contacting a LifeWays Customer Services Specialist. Once the grievance form is complete, an acknowledgement letter is mailed to you within 5 calendar days and the form is sent to the person processing your grievance. LifeWays Customer Services will tell you who that person is in case they need to call you for more information.

The **grievance** process may take up to 60 calendar days for a resolution.

The **appeals** process may take up to 45 calendar days for resolution. Expedited resolutions can be requested. If requested and accepted you will receive a response within three calendar days. If expedited request is denied, notification will be given to the complainant orally and in writing within 2 calendar days.

Once the grievance/appeal is resolved, LifeWays Customer Services will notify you in writing of the resolution and further appeal rights.

## What if I do not agree with a decision made regarding my services?

You will be given notice when a decision is made that denies your request for services or reduces, suspends or terminates the services you already receive. You have the right to file an "appeal" when you do not agree with such a decision. There are 2 ways you can appeal these decisions. There are also time limits on when you can file an appeal once you receive a decision about your services.

You may contact LifeWays Customer Services, and

1. Ask for a "local appeal" within 45 days from date of notice; and/or
2. If you have Medicaid, you can request for a State Fair Hearing before an administrative law judge (a state appeal). This must be done within 90 days from date of notice.

Your appeal will be completed quickly, and you will have the chance to provide information or have someone speak for you regarding the appeal. You may ask for assistance from LifeWays Customer Services.

You have a right to an "expedited" or "faster" hearing if waiting for the standard time (up to 90 days) for a hearing would seriously jeopardize your life or health or your ability to attain, maintain or regain maximum function. To request an expedited hearing, you must call the Administrative Tribunal office toll-free at (877) 833-0870.