



# Notice of Instruction

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## Notice of Instruction Number 013020: Provider Complaint Procedures

**TO:** All PSA 6 Providers  
**FROM:** Abbie Walters, Senior Contract Manager  
**DATE:** January 30, 2020  
**SUBJECT:** Provider Complaint Procedures

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The purpose of this notice is to provide reminders on complaint requirements. Providers are to review and update their internal complaint procedures, as necessary, in order to ensure consistency with items outlined below.

### Reminders

All providers are to follow applicable requirements of Senior Connection Center (SCC) contracts and the DOEA Programs and Services Handbook. This includes having a written complaint policy and procedure developed and implemented as well as tracking the date, nature, and determination of each complaint.

Potential HIPAA violations are to be reported to their agency's assigned HIPAA Privacy Officer to determine if a HIPAA violation occurred, determine what steps are needed to protect the privacy of Protected Health Information (PHI), and ensure all appropriate follow up is completed timely. In addition, providers are required to report any knowledge or suspicion of abuse, neglect, and/or exploitation of vulnerable adults to the Elder Abuse Hotline at 1-800-96ABUSE (1-800-962-2873).

Providers with subcontractors are to ensure they also develop and implement written complaint procedures to process and resolve client dissatisfaction with services. Subcontractors are held to the same standards as providers for reporting HIPAA violations and knowledge or suspicion of abuse, neglect, and/or exploitation of vulnerable adults, as described above.

## New

To ensure complaints are fully addressed, providers must do the following:

- 1) Use the attached complaint log template to log and track complaints, beginning with complaints received January 1, 2020,
- 2) Submit provider complaint logs to SCC's Contracts and Quality Assurance (CQA) Department for review on a quarterly basis, and
- 3) Review and update your complaint procedures to reflect changes included in this notice. You will be required to submit your updated procedures with the 2020-2021 SGR and/or 2021 OAA Service Provider Application(s).

Please email the complaint log to your Contract Manager, and copy the Director of CQA, by the 15<sup>th</sup> after the end of each quarter (i.e. April 15, July 15, October 15, and January 15). The CQA Department will review the log and provide any feedback within thirty (30) days of the submission, to ensure complaints are appropriately addressed and provide guidance as needed.

These changes are effective with the issuance of this notice. Should you have any questions, please contact your Contract Manager.

## Attachment:

Complaint Log Template