



How to file a grievance/complaint

What do you do if you have a concern?

All of us at Fallon Health Weinberg-PACE want to be sure that you are satisfied with the care and services you receive. Please let us know whenever you have a problem or concern (also known as a grievance) about your care or if you are dissatisfied with the services you are receiving. We'll make every effort to address your concerns promptly, and hopefully, to your satisfaction.

The following is important information about the process:

- You, or a representative of your choice, can voice your concern either verbally or in writing.
 - You can tell any Fallon Health Weinberg-PACE staff member about your concern. This can be done:
 - In person
 - By calling 1-855-665-1113 or 1-716-810-1895 (TTY 711), 8 a.m.–5 p.m.
 - Written concerns can be sent to:
 - Fallon Health Weinberg-PACE
Attn: PACE Program Director
461 John James Audubon Parkway
Amherst, NY 14228
 - Or
 - New York State Department of Health
One Commerce Plaza
99 Washington Avenue, Room 1620
Albany, NY 12210
- Or call: 1-866-712-7197

- We'll help you file a grievance if you need help. If you don't speak English, we'll provide translation. We'll also make accommodations for hearing or visual impairments.
- You'll receive a written acknowledgement within 72 hours of our understanding of what your concern is (except for same day grievances). If a decision is reached before the written notice is sent, we'll include the written notice with the decision.
- We won't treat you any differently if you voice a concern or file a grievance.
- We can't take your services away because you file a grievance.
- Your grievance will be treated confidentially.
- The Fallon Health Weinberg-PACE Center manager will provide you an answer to your grievance as soon as possible, but no more than **30 calendar days** from receipt of all of the necessary information.
- Notification of resolution: You'll receive both a verbal and written notice of the decision of your grievance in the time frames stated above.

Please note: If your grievance is about the quality of care you received and you have Medicare, you can file a grievance directly with the Quality Improvement Office for New York. They are called Livanta and you can call them at 1-866-815-5440 (TTY: 711), Monday–Friday, 9 a.m.–5 p.m., and Saturday and Sunday (and holidays), 10 a.m.–4 p.m. Or, you can mail to them at BFCC-QIO Program, Livanta LLC, P. O. Box 2687, Virginia Beach, VA 23450.

For more information regarding grievances, please review your Enrollment Agreement.

H6596_250938_C
25-685-018 Rev. 00 6/25