

How to File a Dispute

A dispute is a disagreement with a decision or action that you wish to resolve.




4 Reasons to file a Dispute:

1. The applicant is not eligible for services or supports
2. The person receiving services is no longer eligible for services or supports
3. Services or supports are to be terminated
4. Services in the Individualized Service Plan are to be modified, reduced or denied

* None of the actions above will occur without a minimum of 15 Days Notice being served to you so that you can follow the Dispute Resolution process if you disagree with the action or decision *

That notice will include a copy of the full policy and procedure that outlines the Dispute resolution procedure in detail. You received this policy and procedure when admitted into services with the agency and signed an acknowledgment then and every year afterwards. This handout outlines that procedure. You may contact the Agency anytime for questions and support to complete the process.

3 Processes to resolve disputes if you are dissatisfied with the action or decision of the Agency:

		
<u>Informal Negotiation</u> <ul style="list-style-type: none">• This step can be skipped if agreed upon• Can include mediation with an outside person to lead the discussion and help find an agreeable solution• Completed within 15 days	<u>Formal Negotiation</u> <ul style="list-style-type: none">• Information is presented to an impartial decision maker with opportunity to respond to and ask questions• 10 days notice before the meeting• You may have support from a representative• The meeting will be recorded and shared along with results to the Department of Health Care Policy and Financing• Decisions will be made and shared in 15 days• If no resolution is made the Dispute will be reviewed by the Department	<u>Review by the Department</u> <ul style="list-style-type: none">• Requests to review the outcome of formal negotiation will be submitted to the Director of HCPF within 15 days with all important information• Everyone involved will have 15 days to respond• The Director may request other information or call a meeting• The Director will then make the final decision within 10 days

The Agency will keep a written record of all Dispute Resolution proceedings.

Here are some ways you can get help with this process outside of the Agency, CMA and your Case Manager:

The ARC of Colorado (303) 864-9334	Disability Law Colorado (303) 722-0300	Advocacy Denver (303) 831-7733	Colorado Legal Services (303) 837-1313
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Nobody will be coerced, intimidated, threatened or retaliated against because they exercised their right participate in the dispute resolution process.