

My Pregnancy Coach is committed to providing a high quality program to the families it is servicing. If at any time a beneficiary/caregiver is not satisfied, has a question or complaint, they are encouraged follow the procedure outlined below:

When clients have questions, concerns or complaints regarding the services provided, the client should register the concern or complaint with My Pregnancy Coach by calling the agency office and requesting to speak to the program Coordinator at (586)944-2922 between 9:00 a.m. and 2:30 p.m., Monday through Friday.

The concern or complaint will be put in writing by the program Coordinator. Beneficiary must provide their name, date of birth, phone number and address and describe their concern or complaint and, if applicable, the regulation violated.

The Coordinator, or designee, shall conduct such investigation of the grievance as may be appropriate to determine its validity.

The Coordinator shall issue a written decision determining the validity of the grievance no later than ten (10) days after its filing. The Coordinator shall notify the Grievant verbally or in writing of the decision and list the evidence on which the decision is based.

If the grievance is then unresovled, the Grievant will be advised in writing of the right to file a complaint with the MDHHS and will be provided with the MIHP Complaint Form which contains instruction.