

DISPUTE RESOLUTION PROCEDURE

PROCEDURE

ACTIONS	Provider	Individual Receiving Services	Director	Program Manager	Comments
Review of Dispute Resolution 1. Advise individual receiving services, guardian or authorized rep. Annually-prior to, at, or immediately after the Individual Plan (IP) meeting – of right to file dispute resolution; Ensure that the person(s) signs the “Dispute Resolution” form			X	X	
2. Ensure that the individual has the resources necessary to articulate and abide by the procedure			X	X	
3. When a dispute occurs: Bring the matter to the attention of the program Coordinator or Director	X Assist	X			
4. Meet with the individual alleging the dispute; Attempt to resolve the issue			X	X	
5. If the matter is not resolved: Set up a meeting, within 10 working days, with NMCS Inc. Resource coordinator		X	X		
6. If the matter is not resolved: Submit, within 10 working days, a written statement of the dispute to the Director, including the following: <ul style="list-style-type: none"> A. Complete explanation of the dispute and the desired outcome; B. Date the letter is submitted to the Director; C. The individual’s signature 	X Assist	X		X Assist	

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7. Obtain assistance in writing the letter from the Resource Coordinator, uninvolved MSS staff person, authorized rep., legal counsel, other individuals; language interpretation will be available from MSS if necessary		X			
8. Review the written statement, and; Schedule a meeting with the individual within 10 working days			X		
9. If the individual cannot be reached with good faith efforts: Drop the complaint unless there are extenuating circumstances			X		
10. Respond in writing within 5 working days			X		
11. If the individual is dissatisfied with the determination: Take the dispute to NMCS.		X			
12. Notify Department of Human Services of all agency disputes and the determination.			X		