



## INFORMATION ABOUT OUR COMPLAINT AND GRIEVANCE POLICY

*A copy of JSSA's grievance procedure is located in your Client Consent and Acknowledgements and Grievance Procedure form. If you need an additional copy, please see the administrative assistant at the front desk.*

Complaints are defined as verbally sharing something you are unhappy about, such as issues against a JSSA workforce member for matters pertaining to physical or mental well-being, violation of any stated client rights, matters involving the right of any client to humane care and treatment, or violation of applicable, federal, state and local laws and regulations.

Grievances are very similar to a complaint; however, filing a grievance is a formal written process and is a step beyond sharing a complaint.

### **WHAT TO DO:**

To allow JSSA an opportunity to remedy your concern(s) as expediently as possible and to your satisfaction, please reach out to each workforce member listed below in order. If for any reason you are not comfortable or you are not satisfied with the response you received from a workforce member, please discuss your concerns with the workforce member that follows.

- Discuss your concern directly with your workforce member (i.e., therapist, psychiatrist, etc.)
- Discuss your concern with the Program Supervisor or Division Director
- Discuss your concern with the Senior Director of Mental Health of Services
- Discuss your concern with the Director of Compliance and Continuous Quality Improvement
- File a formal written grievance with the Director of Compliance and Continuous Quality Improvement

If you do not feel comfortable using JSSA's current reporting procedure outlined above, you can file a grievance with JSSA's anonymous Compliance and Ethics Hotline:

- This valuable external service may be accessed 24/7 by the internet at [www.lighthouse-services.com/jssa](http://www.lighthouse-services.com/jssa), by calling the toll-free number at **1-844-600-0056**, by emailing [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com), or by faxing your concern to **1-215-689-3885**.

**If, after exhausting the avenues for grievances or complaints outlined above, you are still not satisfied with JSSA's response, the following avenues are available for additional recourse:**

**For concerns related to the health care or treatment that you or a family member received or did not receive please contact:**

- Department of Behavioral Health
  - Mental Health Services: (410) 402-8060, Toll-free 877-402-8220; or
  - Developmental Disabilities Programs: (410) 402-8094, Toll-free 877-402-8220
- Maryland State Department of Education (Autism Waiver)
  - Main Office: (410) 767-1446, Toll-free 800-535-0182
- Developmental Disabilities Administration
  - Main Office: (410) 767-5600, Toll-free 877-463-3464, TTY 800-735-2258

**For concerns related to (Medicaid/Medicare) fraud, waste and abuse please contact the following:**

- Department of Behavioral Health:
  - Main Office: Toll-free 866-770-7175
- Office of the Attorney General:
  - Medicaid/Medicare Fraud Control Unit: (410) 576-6571