

Grievance Process

A grievance is defined as a written or oral expression of dissatisfaction with service delivery or the quality of care furnished. HopeWest PACE will provide you with written information on the grievance process at the time of your enrollment and annually thereafter.

All of us at HopeWest PACE share the responsibility for assuring that you are satisfied with the care you receive. We understand that sometimes there are areas of dissatisfaction that require our attention and response. If you are dissatisfied, we encourage you to express any complaints or concerns you may have. If you do not speak English, we will ensure an individual who speaks your language will facilitate the grievance process.

How to report a grievance

Any HopeWest PACE staff member may take your grievance at any time, whether orally or in writing. The staff will make sure that your grievance is documented and forward it to the HopeWest PACE Director of Quality and Compliance who sees that action is taken.

You may also contact our Director of Quality and Compliance directly at 970-257-2411 to report or receive assistance in reporting a grievance.

You may also take your grievance to the State Administering Agency at:
Colorado Department of Health Care Policy and Financing
1570 Grant Street, Denver, CO 80203
303-866-2993 or 1-800-659-2656, Fax: 303-866-4411

If your complaint is related to home care and you are not satisfied with the outcome, you may also file a complaint via mail or telephone with:

Health Facilities and Emergency Medical Services Division
Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South, Denver, CO 80246
303-692-2910 or 1-800-842-8826

What happens once you have reported your grievance?

If you have a grievance you will receive a written acknowledgment within five (5) calendar days of the grievance being reported. The grievance will be investigated and HopeWest PACE will take appropriate action and/or initiate needed change. Your grievance will reach a resolution within 30 calendar days of when the report was made and you will be notified of the results of your complaint.

Following resolution of the grievance, a copy of the report will be sent to you. Information regarding HopeWest PACE's appeals process will be provided to you with the resolution. If you are not satisfied with the resolution of your grievance, you have the right to seek further action.

All grievances are kept confidential.

All Services will continue to be provided during the grievance process. There will be no disruption in services.