

## Appeals Policy

<b>Title:</b> PO.A3SSA.04 Appeals Policy
<b>Policy Subject:</b> Fair and equitable appeals process for A3SSA consumers
<b>Date:</b> 06/26/2018
<b>Purpose:</b> To ensure A3SSA consumers, providers and staff understand the appeal procedure

### **Policy Summary:**

The Area 3 Senior Services Agency affords any consumer the right to appeal the A3SSA's actions that denies or terminates services under an approved area plan. A3SSA will operate per Idaho Commission on Aging (ICOA) policy – PO.AD.01.

### **Scope of Policy:**

The scope of this policy involves Area 3 Agency on Aging consumers, providers and agency staff.

### **Appeals Procedure:**

The A3SSA employs specific procedures that include, but are not limited to the following:

- A. In the event a consumer is denied or terminated from service(s), they shall be notified in writing of the right to appeal within 10 business days.
  1. Documentation of the action will be noted in consumer record.
- B. The notification shall include a statement relating to the action proposed by the A3SSA that the consumer has the right to appeal.
- C. Through the appeal process, the A3SSA will attempt to resolve any consumer appeals at the local level before the appeal will be accepted at ICOA.
- D. If the dispute remains unresolved, a written complaint may be filed with the Idaho Commission on Aging within 30 days following AAA's decision. At that time, the Idaho Commission on Aging will establish a complaint file which contains all participant case file information, the complaint statement, and chronological log of events, relevant correspondence, and a record of the resolution attempted. Depending on the nature of the complaint, the ICOA Administrator will render a decision for final determination.

### **Exceptions:**

Not Applicable

### **References:**

Rules Governing Senior Services Program (15.01.01.003)  
Appeals Process "Rules Governing Area Agency on Aging AAA Operations" (15.01.20.053)  
Denial of Service (IDAPA 15.01.01.027)  
Termination of Service (IDAPA 15.01.01.028)  
Rules of Administrative Procedure (04.11.01.100)