



Grievance Process for Baltimore HealthCare Access Consumers

Complaints and grievances regarding Medical Assistance/MCHP Eligibility or access to health care services for enrolled consumers are to be directed to the appropriate State office. If a Baltimore HealthCare Access (BHCA) consumer has a concern, unanswered question or complaint regarding his/her treatment or quality of service delivered by BHCA, the consumer may exercise their right to file a grievance by following the steps below:

Step 1: The consumer should first address their question, concern, complaint or grievance to the person perceived as the source of the confusion or conflict. It is anticipated that most conflict will be resolved in this step. If not resolved by direct communication at the source of the problem, or if the consumer does not wish to address the other person involved, they may proceed to Step 2.

Step 2: The consumer may consult the BHCA employee's direct supervisor, explain the conflict and solicit the Human Resource Manager's intervention as a conflict resolution mediator. It is the duty of the Human Resource Manager to inform all involved parties of the conflict, collect information, conduct an investigation and interviews, and help facilitate a mutually agreeable resolution. If the consumer wishes to remain anonymous, or appoint a representative as their spokesperson/advocate, the Human Resource Manager should accommodate and protect the wishes of the consumer. The consumer may request a meeting of all involved parties and solicit the assistance of the Departmental Supervisor and Human Resource Manager as a mediator. A mutually agreed upon neutral party may also serve as a mediator. Notes of this meeting should be taken for documentation purposes.

Step 3: The consumer may choose to bypass Steps 1 and 2 and initiate a grievance directly to BHCA's President. This step may be taken with or without the knowledge of the staff involved in the grievance. The grievance may be communicated by telephone or letter. A letter is preferred for the purpose of clear understanding. (If the consumer wishes to maintain anonymity, it should be approached with the understanding that a full investigation may not be achieved). Grievances should be addressed to:

Baltimore HealthCare Access, Inc.
c/o President
201 East Baltimore Street, Suite 1000
Baltimore, MD 21202

When a grievance is received in the President's office, written notification must be sent to the complainant within 15 calendar days. It is incumbent upon the President/ Human Resource Manager/Departmental Supervisor to conduct a professional, impartial, timely and thorough investigation within 30 days. A letter detailing the findings of the investigation and any action to be taken by BHCA will be generated and sent to the complainant at the conclusion of all investigative activities.