

## Traumatic Brain Injury Program Complaint Process

### **Do you have a complaint about the Traumatic Brain Injury (TBI) 1915 (c) Medicaid Waiver Program?**

There are a number of ways in which you may file a complaint or seek information about waiver services. These methods include, but are not limited to: phone call, email, letter, or face to face/in person contact. Each Regional Resource Development Center (RRDC) maintains a designated phone line to accept inquiries or complaints on behalf of TBI Medicaid waiver applicants/participants. To file a complaint or request information, call the specific RRDC complaint number noted in the contact list below. If you require an accommodation due to a hearing loss, you may use the TTY numbers listed for each region or call the New York State TTY Relay Service at [711](tel:711) or [1-800-662-1220](tel:1-800-662-1220), and an operator will assist you in contacting the RRDC or New York State Department of Health (NYSDOH).

If you do not want to make a phone call, you may also provide a written complaint via letter or email to any staff person associated with the TBI Waiver program.

You can always seek someone's assistance such as your Service Coordinator, service provider, informal support or family member when filing a complaint. Your concerns will remain confidential. Contact information is noted on the contact sheet.

If you have a complaint about the RRDC or a Medicaid service, you may contact NYSDOH directly. TBI waiver staff will accept the complaint and initiate a review of the matter. For such complaints, please call NYSDOH at [518-474-5271](tel:518-474-5271). If you cannot make this call because it is a long-distance call, you may call your RRDC or your Service Coordinator and ask them to assist you. They will contact NYSDOH on your behalf.

Staff responsible for the complaint follow-up will contact the complainant within two business days to acknowledge receipt of the complaint and to advise that the matter is under review. Once a resolution is reached, the RRDC/NYSDOH will telephone the complainant to discuss the outcome of the investigation, pursuant to HIPAA confidentiality regulations, and will send a letter confirming the date of the call and provide a brief summary of the discussion.

Once the complaint investigation/review is completed, the complainant will be notified via mail that the investigation findings are either "substantiated," "unsubstantiated," or "inconclusive." This letter will also notify the complainant of any actions required to remedy the problem. Due to confidentiality requirements, copies of investigations are not distributed, but the complainant may request a summary of the investigation process and findings.

If the matter is determined by the RRDC to be a Serious Reportable Incident (SRI), the complaint will be reclassified as an SRI. The RRDC will send a letter to the complainant advising them of the reclassification of the complaint as an SRI. The protocol for SRIs will be implemented.

The RRDC will assign the investigation to the most appropriate organization to conduct the investigation, such as the Service Coordination agency or other service provider (Independent Living Skills Training Services, Community Integration Counseling). The RRDC and NYSDOH

have the discretion to assign the responsibility for an investigation to any organization associated with the applicant/participant or conduct its own investigation.

NYSDOH and the RRDC seek to address all applicant/participant concerns and issues in an impartial and timely manner.

## TBI Complaint Contact Sheet

<p><b><u>Adirondack</u></b>  <b>518-744-9395</b>  <b>TTY: 518-792-0505</b>    <b>Email: SAILTBIwaiver@gmail.com</b>          Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga, Warren and Washington Counties</p>	<p style="text-align: center;"><b>Southern Adirondack Independent Living (SAIL)</b></p> <p style="text-align: center;"><b>71 Glenwood Avenue          Queensbury, NY 12804</b></p>
<p><b><u>Binghamton</u></b>  <b>833-289-1281</b>  <b>Video Relay: 607-724-2111</b>  <b>TTY: 711</b>                      <b>Email: belindat@stic-cil.org</b>          Allegany, Broome, Cayuga, Chemung, Chenango, Cortland, Delaware, Otsego, Steuben, Schuyler, Tioga and Tompkins Counties</p>	<p style="text-align: center;"><b>Southern Tier Independence Center (STIC)</b></p> <p style="text-align: center;"><b>135 East Frederick St.          Binghamton, NY 13904</b></p>
<p><b><u>Buffalo</u></b>  <b>716-408-3114</b>  <b>TTY: 711</b>                      <b>Email: tbiwaiver@headwayofwny.org</b>          Cattaraugus, Chautauqua, Erie, Niagara, Orleans and Wyoming Counties</p>	<p style="text-align: center;"><b>Headway of Western New York, Inc.</b></p> <p style="text-align: center;"><b>2635 Delaware Avenue, Suite E          Buffalo, NY 14216</b></p>
<p><b><u>Capital</u></b>  <b>518-386-3566</b>  <b>TTY: 711</b>                      <b>Email: Robert.korotitsch@sphp.com</b>          Albany, Columbia, Greene, Rensselaer, Schenectady and Schoharie Counties</p>	<p style="text-align: center;"><b>Sunnyview Rehabilitation Hospital</b></p> <p style="text-align: center;"><b>1270 Belmont Avenue          Schenectady, NY 12308</b></p>
<p><b><u>Long Island</u></b>  <b>631-846-3940</b>  <b>TTY: 711</b>                      <b>Email: npolidoro@siloinc.org</b>          Nassau and Suffolk Counties</p>	<p style="text-align: center;"><b>Self Initiated Living Options          (Suffolk Independent Living Organization: SILO)</b></p> <p style="text-align: center;"><b>755 Waverly Avenue          Holtsville, NY 11742</b></p>
<p><b><u>Lower Hudson Valley</u></b>  <b>914-589-6080</b>  <b>Video Relay: 914-259-8036</b>  <b>TTY: 711</b>                      <b>Email: lhoward@wilc.org</b>          Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester Counties</p>	<p style="text-align: center;"><b>Westchester Independent Living Center (WILC)</b></p> <p style="text-align: center;"><b>1441 Route 22          Brewster, NY 10509</b></p>
<p><b><u>New York City</u></b>  <b>347-466-1611</b>  <b>TTY: 711</b>                      <b>Email: jpolokoffrrdc@vnasi.org</b>          Bronx, Kings (Brooklyn), New York (Manhattan), Queens and Staten Island</p>	<p style="text-align: center;"><b>Visiting Nurse Association of Staten Island (VNA SI)</b></p> <p style="text-align: center;"><b>400 Lake Avenue          Staten Island, NY 10303</b></p>
<p><b><u>Rochester</u></b>  <b>585-368-3835</b>  <b>TTY: 711</b>                      <b>Email: Kristen.ryan@rochesterregional.org</b>          Genesee, Livingston, Monroe, Ontario, Seneca, Wayne and Yates Counties</p>	<p style="text-align: center;"><b>Rochester Regional Health, Unity St. Mary's Campus</b></p> <p style="text-align: center;"><b>89 Genesee Street          Rochester, NY 14611</b></p>
<p><b><u>Syracuse</u></b>  <b>315-671-4652</b>  <b>TTY: 315-479-6363</b>        <b>Email: mmusumeci@ariseinc.org</b>          Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego and St. Lawrence Counties</p>	<p style="text-align: center;"><b>ARISE, Inc.</b></p> <p style="text-align: center;"><b>635 James Street          Syracuse, NY 13203</b></p>
<p><b>NYSDOH TBI Program 518-474-5271</b>   <b>Email: tbi@health.ny.gov</b></p>	<p style="text-align: center;"><b>New York State Department of Health          Office of Health Insurance Programs          One Commerce Plaza, Room 1620          Albany, NY 12210</b></p>