

Dear Traumatic Brain Injury (TBI) Waiver Participant:

The following information is provided to tell you about the TBI waiver complaint process. Please review this information with your Service Coordinator.

When to Make a Complaint:

- If you have any complaints about a specific service provider
- If you have any complaints about a waiver service you are or are not receiving
- If you have any complaints about a waiver service staff
- If you have any complaints regarding your Regional Resource Development Center (RRDC)
- If you have any concerns about your person-centered plan, provider selection and/or freedom of choice

Who to Contact:

- You may provide a **written, phone or in-person complaint** to any TBI waiver program staff.

If you want to file a complaint about a service provider, staff person and/or your waiver services:

- Identify your RRDC from the TBI Complaint Contact Sheet and call the number provided. The number should be posted in your home along with other important contact information.
- If you require an accommodation due to a hearing loss, please call your RRDC using the listed TTY number under each RRDC, or call the NYS TTY Relay Service at **711** or **1-800-662-1220**, and an operator will assist you in contacting the RRDC or New York State Department of Health (NYSDOH) TBI waiver staff.
 - Some regions have Video Relay and those numbers are also listed on the TBI Complaint Contact Sheet.
- The RRDC will review and/or investigate all complaints received.
- The TBI Complaint Contact Sheet also contains the mailing address of each of the RRDCs in New York should you choose to send a written complaint via mail. Identify your RRDC from the TBI Complaint Contact Sheet and address the letter to the address provided.

If you want to file a complaint about the RRDC and/or other Medicaid waiver services:

- You may contact NYSDOH at **518-474-5271** to report your issue to TBI waiver staff or via email or letter at:

TBI Email: **tbi@health.ny.gov**
Address: **New York State Department of Health
Office of Health Insurance Programs
TBI Waiver Program
Commerce Plaza Room 1620
Albany, NY 12210**

- If you are unable to make a call to the NYSDOH phone line because it is a long-distance call, you may call the RRDC or your Service Coordinator and they will contact NYSDOH on your behalf.

Remember! You can always seek the assistance of a service provider, specific staff person, service coordinator, informal support, or family member when filing a complaint.

What happens next?

- Your complaint will be reviewed and/or investigated by the RRDC.
- Upon making your complaint you will be contacted within 2 business days to notify you that the RRDC/NYSDOH has received your complaint and a review is initiated.
- The RRDC will contact you to discuss the findings and outcome of the complaint. You will receive a letter confirming the date and issues discussed in this conversation.
- Once the investigation or review is completed, you will be notified via mail that the investigation findings are either “substantiated,” “unsubstantiated,” or “inconclusive.” This letter will advise you of any remedial action.
- If your complaint results in revisions to your Service Plan, your RRDC and Service Coordinator will make sure these changes are implemented in a timely manner by your waiver providers.

Special Considerations

- If the RRDC determines that your complaint is a Serious Reportable Incident (SRI), then it will be investigated as an SRI. The RRDC will assign the SRI to an investigating agency (such as your Service Coordination agency) within 48 hours to review the incident. An initial report will be received by the RRDC within 7 days and they will send you a letter letting you know that your complaint, turned SRI, is being investigated as an SRI.

Important Information to Note:

- Filing a grievance or complaint is not required nor does it substitute for a Conference or Fair Hearing.
- If you file a complaint, you will **not** be jeopardizing the services in your current Service Plan; however, changes may be made to your Service Plan in order to ensure you are receiving the appropriate services for your needs.
- All complaints are reported to NYSDOH and the review outcome(s) is tracked.
- All investigations are confidential and are not distributed. Copies of investigations are not provided, but you may request a summary of the investigation process and findings.

TBI Complaint Contact Numbers

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