

# **LifeSource, Inc.**

## ***Grievance Policy & Procedures***

LifeSource continuously strives to provide its clients with the most comprehensive services available through its contracted clinicians and service providers, and customer care is our number one priority. In the event you are ever dissatisfied with services provided by a LifeSource clinician, for any reason, you may register a formal complaint with LifeSource Management. The following policies and procedures may apply:

- Any and all grievances concerning LifeSource services, its employees, or clinicians must be referred to:

**LifeSource Compliance Officer, Rachel Mills: (910) 622-2793**

- Upon receipt of a complaint, LifeSource management will conduct an investigation in order to substantiate any such complaint, as well as to determine appropriate remedies, which may include, but is not limited to:
  1. client or client representative interviews,
  2. medical records review,
  3. financial records review,
  4. on-site visit(s) to the facility involved in a complaint,
  5. interviews with facility employees and service-providers
- If the client, representative, or facility staff acting on behalf of the client is not satisfied with the resolution offered, the client or representative may request that the grievance be reviewed by the LifeSource President. A response will be rendered within ten (10) business days.
- LifeSource will provide, upon written request, contact information for reporting grievances to the NC/ SC Medical Boards, NC/ SC Psychology Boards, NC/SC Board of Social Workers, and NC/SC Board of Nursing, or Local Management Entity/ Managed Care Organization.

If, at any time you feel you cannot get the information or help you need from LifeSource, you may contact the Anonymous Concern and Complain/Grievance line for the LME or MCO in your area:

### **NORTH CAROLINA**

Alliance: 1-800-510-913  
Cardinal: 1-888-213-9687  
CenterPoint: 1-888-581-9988  
EastPointe: 1-800-513-4002  
Partners: 1-877-864-1454  
Sandhills: 1-800-256-2452  
Smoky Mountain: 1-800-849-6127  
Trillium Health Resources: 1-866-998-2597  
NC's Protection and Advocacy Agency,  
Disability Rights: 1-877-235-4210

### **SOUTH CAROLINA**

Absolute Total Care: 803-933-3638  
BlueChoice Health Plan: 800-327-3183  
First Choice By Select Health: 843-270-6330  
United Healthcare Community Plan: 803-798-6210  
Trillium Health Resources: 1-866-998-2597  
SC's Protection and Advocacy Agency, Disability Rights:  
1-866-275-7273