



**HFS**

Illinois Department of  
Healthcare and Family Services

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Supportive Living Program Provider Complaint Process Information

To the Healthcare and Family Services (HFS) Supportive Living Program (SLP) **Providers:**

Residents may file a complaint when they are dissatisfied with a Supportive Living Program (SLP). A complaint is a grievance about any service or service delivery matter, **other than** a denied, reduced, or terminated service (these actions should be reported as an appeal through the appeal process). At any time during the complaint process, residents may have someone represent them or act on their behalf. We are providing this information to you so that you can make your residents aware of the process.

Provider agencies should always strive to provide quality services, but there may be instances in which residents are unhappy with their services or delivery of those services. Providers and direct care workers should work to address any complaints as quickly as possible. If a complaint cannot be remedied, then the resident should file a complaint with HFS. Providers are expected to cooperate with HFS to resolve the complaint.

The resident’s care coordinator or nursing staff may attempt to resolve all complaints during their conversations with the resident. If the care coordinator or nursing staff cannot resolve the complaint, they will provide the resident with his/her complaint and appeal rights.

A resident may file a complaint verbally or in writing at any time, to the HFS Supportive Living Program using the following methods. **Note: This process is for resident complaints only.**

Telephone	Mail	Fax	Email
<b>1-844-528-8444</b> Monday – Friday 8:30 a.m.-5:00 p.m.  TTY users may dial 711	Illinois Department of Healthcare and Family Services, Bureau of Long-Term Care 201 S. Grand Avenue East Springfield, Illinois 62763	217-557-5061	HFS.SLF@illinois.gov

**When submitting a complaint, the resident should include the following information:**

- Resident first and last name
- Resident ID number (Recipient Identification Number or RIN)
- Address and telephone number
- A detailed explanation of the problem and those individuals involved
- Any supporting documentation that they wish to have considered
- The name and contact information of any individual asked to assist or represent the resident during this process
- A request for an interpreter (at no cost) if deaf or hard of hearing and/or do not speak English

**What will happen after the resident files a complaint?**

- Filing a complaint will not affect the residents' ongoing services or care and no one is able to take retaliatory action against a resident for filing a complaint.
- HFS will acknowledge receipt of the complaint within 10 business days.
- HFS will work to resolve the complaint as quickly as possible but no later than 90 calendar days from the date of receipt of the complaint.
- HFS may contact the resident if additional information is necessary in order to resolve the complaint or if the resident requested to present testimony, evidence, or arguments face to face or in writing.
- The resident will receive notification of the HFS resolution decision in writing.

**A resident filing a complaint has the right to:**

- File a complaint at any time.
- A complaint resolution process that is free from conflicts of interest. This means that no person that is part of the complaint will be involved in reviewing the complaint.
- A complaint review from individuals who have the appropriate clinical and non-clinical expertise. A review of all comments, documents, records, and information submitted by the resident or on the resident's behalf.
- The opportunity to provide evidence and testimony either face-to-face or in writing if desired.
- Residents have the right to access their case file, other documents, or evidence that was relied on or considered during the complaint review process, this information is to be provided free of charge and in advance of the resolution.
- Translation or interpreter services if necessary.
- Request an extended amount of time (up to 14 calendar days) to resolve a complaint if this is in the best interest of the resident to allow for additional information to be gathered.
- To be notified if an extended amount of time is needed to resolve the complaint. Residents will be notified within 2 calendar days of the extension determination.

**What are HFS's responsibilities in the complaint process?** HFS is responsible for the following:

- Establishing a process for residents to file a complaint that includes written policy and procedures that comply with [42 CFR 441.301\(c\)\(7\)](#).
- Providing information about the complaint system and processes to providers and subcontractors.
- Providing reasonable assistance to a resident filing a complaint.
- Providing residents with notices and information regarding the complaint process and any determination that is made.
- Resolving complaints as expeditiously as the resident's condition requires within state established timeframes that may not exceed 90 calendar days from the date the state receives the complaint.

- Ensuring that punitive or retaliatory action is not taken against a resident who files a complaint or anyone that assists an individual in the complaint process.
- Reviewing resolutions for which a resident is dissatisfied.
- Maintaining complaint records that include the description of reason for the complaint, date received, date of each review, resolution of complaint, date of resolution, and the name of the resident.