



Home and Community Based Services Supports Intensity Scale Complaint Process

This process provides specific directions on how to file and ask for resolution to a complaint related to the Supports Intensity Scale (SIS) Assessment.

1. The Case Management Agency (CMA) shall provide a copy of this SIS complaint process to the Member, their guardian, or their legally authorized representative prior to the SIS Assessment.
2. The Member, their guardian, or their legally authorized representative may file a complaint regarding the SIS Assessment either verbally or in writing by contacting their case manager at the Case Management Agency (CMA).
3. Complaints shall be filed within **thirty (30) calendar days** of when the SIS assessment is conducted.
4. The CMA case manager shall document the details surrounding the SIS Complaint that they received either verbally or in writing in the Member's record in the required data system with the Department of Health Care Policy and Financing (HCPF). Additional information to support the complaint may be submitted at that time.
5. The CMA shall make efforts to resolve the complaint and shall provide the complainant with a written response within **ten (10) business days**. The written response shall include information on how to file the complaint with the Department of Health Care Policy and Financing (HCPF) if the complainant is not satisfied with the resolution. If the complaint entails a request for a new SIS Assessment, please follow the procedure as described in the Supports Intensity Scale (SIS) Assessment Regulations found in [10 C.C.R. 2505-10 Section 8.612.1.G-H](#).
6. A summary of the response to the complaint shall be documented by the case manager in the Member's record on the Department required data system.
7. If the complainant is not satisfied with the CMA resolution, the complainant may file the complaint with HCPF within **thirty (30) calendar days** of receipt of the CMA's response.
8. HCPF will provide a written response to the complainant within **fifteen (15) business days** after receiving the complaint.

