



Cherry Blossom PACE

Program of All-Inclusive Care for the Elderly

How to file a Grievances & Appeals

Concerns about the **Cherry Blossom PACE** care you are receiving?

We at **Cherry Blossom PACE** provide a level of care to all our participants that is second to none. The staff is ready to assist any of our participants with issues they may have at any time of their relationship with **Cherry Blossom PACE** to ensure confidence that they are being taken care of properly and with the level of respect that they deserve.

What is a Grievance?

A grievance is defined as a statement, either written or oral, expressing dissatisfaction with service delivery or the quality of care furnished by **Cherry Blossom PACE**. As an example, there may be a grievance about the quality of services you receive in the center, your home, or a nursing home. You may also have a grievance about the level of services, or you feel a mistake has been made.

Participants Information about how to go about the process of a Grievance

If at any time you are not satisfied with any of the many services offered for your level of care through **Cherry Blossom PACE**, you can inform any staff person. Any information shared with us about your grievance will be kept confidential. Please keep in mind that at **Cherry Blossom PACE**, we promise to treat you with compassion and respect, and we will do everything we can to try to help resolve the issues that you have brought to our attention.

For more information, please contact the **Cherry Blossom PACE** center at:

Main Number: 571 789 0770

Toll Free: 1 888 524 2060

TTY: 1 800 905 4147

Moving Forward to File a Grievance

Either you or your chosen representative can verbally discuss your grievance with a **Cherry Blossom PACE** staff member in person or by telephone. Our staff member will fill out a grievance form to document your grievance immediately. This staff member person will discuss and provide the participant the specific steps in writing including timeframes for response that will be taken to resolve the participants grievance.

Want to send your grievance in writing?

Here is the mailing address:

Cherry Blossom PACE Center Manager
1901 N. Beauregard St. Ste. 110
Alexandria, VA 22311
Attn: Center Manager

You may also contact the **Cherry Blossom PACE** Center Manager by calling 888-524-2060 Monday through Friday between the hours of 8:00 AM and 4:30 PM. TTY is available toll-free: 800-905-4147 and request a connection to **Cherry Blossom PACE** at 877.443.3502.

You may turn in a Listening Form without your name. You will be sent confirmation of filing your grievance. Resolution of Grievances **Cherry Blossom PACE** will investigate your grievance and work to find a solution. You will be notified of the solution to your grievance within 30 days after we receive your grievance. If you are not satisfied with the resolution, you and/or your representative have the right to take further action. You or your representative may contact the state agency at any time during the grievance process.

Virginia

Virginia You have the right to call or write to:

Commonwealth of Virginia
Department of Medical Assistance Services Division of Aging and Disability Services
600 East Broad St.
Richmond, VA 23219
Telephone: 1.804.786.7933