




CIPA Western New York IPA, Inc.
A Partnership for Medical Excellence

Policy Name Practitioner Complaints	Policy Number: 003-2009	
Effective Date: March 16, 2009	Revised Date:	Reviewed Date: February 26, 2009
Implemented By: Vice President, Medical Affairs, CIPA	Signature: 	

Policy: The practitioner has the right to file a complaint with the CIPA office regarding any component of the Disease Management and Care Coordination program and to receive a response from the CIPA office following an investigation. A 'complaint' is defined as a written expression of dissatisfaction.

- A concern regarding an issue can be made by the practitioner calling the CIPA Disease Management department at 716-862-2160 during business hours of 8-4 pm, Monday thru Friday. Calls made outside of normal business hours are made to toll free number here or cell phone number for emergency issues otherwise a message may be left and the CIPA office will contact the practitioner on the next business day.
- Complaints should be directed to the Office of the V.P. of Medical Affairs.
- Complaints must be received in written format. – Practitioner is expected to provide clear and complete information so that the investigation can take place.
- Complaints relevant to the CIPA organization will be investigated. Those complaints not relevant to the organization will be triaged to the appropriate parties.
- A log will be maintained to trend and track practitioner complaints. Written complaints will be logged by date received as well as disposition and resolution. Practitioner will receive a letter as receipt of the complaint.
- Initial response to complaints will be completed within 30 days upon receipt of the complete complaint. Final resolution will occur within 90 days.
- All practitioners will be notified in a letter and via telephone of findings of the investigation. Trends and issues will be reviewed by the V.P. of Medical Affairs with a reporting of trends and issues, on a minimum annually, to Clinical Integration Committee/QI Committee.
- **Reference: NCQA Disease Management Accreditation Standards- OP 5B**