# MED D - Grievance Process in PeopleSafe and MHK Nitro: Supervisor Floor Validation Job Aid

**Description:** Used by the Supervisor to validate that Grievances are being filed correctly.

Ensure that your reps are verifying the following on every call:

1. Did the caller express dissatisfaction?
2. Is the issue a valid Part D Grievance?
3. Is the caller able to file a Grievance?
4. Did you check the CIF to ensure we handle Grievances for the Client?
5. Can the rep resolve the Grievance on the call?
6. Is there already an open Grievance for this issue?
7. Is the documentation clear on what the Grievance is regarding?
8. Is the Grievance category Quality of Care?

Refer to the table below:

| **Scenario…** | **Process…** |
| --- | --- |
| MHK Nitro First Call Resolution (Resolved) Steps  **Note:** If remediating, FCR grievance can only be filed:   * **If** on the same date of the original call. * **If** **not** the same day of the call, a new unresolved grievance must be filed. | Filing a Resolved Grievance:   1. In **MHK Nitro** locate the beneficiary. 2. Select **Status Reason** of **First Call Resolution**.  * Include the [Grievance Resolved Documentation Templates (068896)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7f5a139-be8a-493a-8155-3932709e086e) in **Description of Issue**. If there is no template document using Reason/Action/Result. Refer to [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (SSI PDP, SSI EGWP, Aetna EGWP) (068896)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7f5a139-be8a-493a-8155-3932709e086e)  1. Grievance Restate: CCR MUST restate what has been typed in the **Description of Issue** field to the beneficiary. 2. Written Response Requested should **always** be a **No**.  * Document in the **Description of Issue** field if the beneficiary indicates they would like a written response. |
| MHK Nitro New Grievance (Unresolved) Steps | Filing a New Grievance (Unresolved): Select **Status Reason** of **New Grievance**.   * Type a detailed description of the Beneficiary’s issue that describes their complaint with the plan. * Written Response Requested should **always** be a **No**.   + Document in the **Description of Issue** field if the beneficiary indicates they would like a written response. |
| PeopleSafe First Call Resolution (Resolved) Steps  **Note:** If remediating, FCR grievance can only be filed:   * **If** on the same date of the original call.   **If** **not** the same day of the call, a new unresolved grievance must be filed. | Filing a Resolved Grievance:   1. In **PeopleSafe** locate the beneficiary. 2. Select **Status Reason** of **First Call Resolution**. 3. Include the [Grievance Resolved Documentation Templates (068896)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b7f5a139-be8a-493a-8155-3932709e086e) in **Description of Issue**. If there is no template, document using Reason/Action/Result. Refer to:  * [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (Health Plans)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0e126cf2-ca19-4e62-b84f-72733e77b8b9) (066744) * [Med D - Compass Grievances: CCR - First Call Resolution Documentation Templates (NEJE)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cb56c2af-d1ed-4e8a-a309-d0db70d8c751) (066745)  1. Grievance Restate should always be a **No**. Do **NOT** actually restate the grievance. 2. Written Response Requested should **always** be a **No**. |
| PeopleSafe New Grievance (Unresolved) Steps | Filing a New Grievance (Unresolved): Select **Status Reason** of **New Grievance**.   * Include in the **Description of Issue:**  “I have confirmed with the beneficiary the following:   1. Item 1   2. Item 2 * **Written Response Requested:** Select **No**; only select Yes if specifically requested by caller. |

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| Related Documents |

[MED D - Grievances in PeopleSafe for Health Plans, JE (formerly MHK Fusion) (040884)](file:///C:\Users\c506343\Downloads\TSRC-PROD-040884)

[MED D - Grievances in MHK Nitro (SSI PDP, SSI EGWP, Aetna EGWP)](file:///C:\Users\c506343\Downloads\TSRC-PROD-040885) (40885)

[MED D - Supervisor Grievance Coaching Toolkit](file:///C:\Users\c506343\Downloads\TSRC-PROD-012297) (012297)

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