

Grievance Procedure

Veteran-Directed Home and Community Based Services (VD-HCBS) are provided without regard to an individual's race, religion, creed, color, age, sex, national origin, disability, or marital status.

All information obtained from the Veteran participant during the application and service delivery process is held in strictest confidence and is HIPAA compliant. Information will not be disclosed to other agencies, organizations, or individuals without prior written authorization by the Veteran participant or his/her representative, with the exception of federal mandates. Participants have the right to examine the contents of their case files. If you feel your rights to privacy have been violated, report it by calling Western Montana Area VI Agency on Aging at 406-883-4512.

All services are directed by the Veteran or his/her Designated Representative. The Service and Support Plan (SSP) is developed by the Veteran participant with the assistance of his/her Care Coordinator. The SSP serves as the guide for services to be provided.

All active Veteran participants may appeal decisions and actions regarding their plan of care. The VD-HCBS program has an internal appeals process by which Veteran participants may address problems or grievances regarding their service. The steps are as follows:

STEP ONE: The Veteran participant will schedule an appointment with his/her VD-HCBS Care Coordinator to discuss the problem in an attempt to find a mutually satisfactory solution. If a solution is not reached, proceed to Step Two.

STEP TWO: A joint conference will be scheduled with the Veteran participant, his/her VD-HCBS Service Coordinator and the In-Home Services Program Manager to seek a resolution to the dispute. The Program Manager will render a decision within ten (10) days after the appeal.

For assistance contact:

Emilianne Lansdown or Vicki Holmberg

VDC Service Coordinators

406-883-7284

110 Main Street, Suite 5

Polson, MT 59860

Idaho Contact

Christy Huling, VDC Service Coordinator

208-610-8000