



Eddy SeniorCare

ST PETER'S HEALTH PARTNERS

Grievances and Appeals

Eddy SeniorCare PACE is committed to addressing concerns in a fair, timely, and respectful manner.

A grievance is a complaint or concern about any aspect of care or services provided by Eddy SeniorCare PACE, other than an enrollment or disenrollment decision.

How to File a Grievance

Participants or their representatives may file a grievance at any time using one of the following methods:

- By phone:
Rotterdam Office: 518-382-3290 / Latham Office: 518-213-7526
- By mail:
 - Eddy SeniorCare, 1938 Curry Road, Schenectady, NY 12303
 - Eddy SeniorCare, 385 Watervliet-Shaker Road, Latham, NY 12110
- By fax: 872-249-3075
- In writing:
Written grievances may be submitted by the participant or an authorized representative.

Grievances may be filed verbally or in writing and assistance is available upon request.

What Happens After a Grievance Is Filed

- Eddy SeniorCare PACE will acknowledge receipt of the grievance.
- The grievance will be reviewed promptly.
- Participants will receive a written response within required timeframes.
- If additional time is needed, participants will be notified.

Appeal Rights

If a participant disagrees with a decision related to services, coverage, enrollment, or disenrollment, the participant has the right to file an appeal.

Information about appeal rights and procedures is provided in the Participant Handbook and is available upon request.

 *Additional details are outlined in the Eddy SeniorCare PACE Participant Handbook.*