

COMPLAINT POLICY

AdhereRx takes all issues received by patients, clients, and health care providers seriously. AdhereRx defines a complaint or dispute, other than one that involves a coverage determination, as expressing dissatisfaction with any aspect of the operations, activities, or behavior of AdhereRx regardless of whether remedial action is requested or not. Product complaints are reported to the manufacturer.

COMPLAINT: An expression of dissatisfaction by a consumer expressed verbally or in writing regarding an organization's products or services that is elevated to a complaint resolution system. This definition does not include appeals of a coverage determination.

Patients/clients and caregivers have the right to have all complaints heard, investigated and whenever possible, resolved. AdhereRx promotes open communication between patients/parents/guardians and staff. AdhereRx respects both the patients' rights and the need for effective communication. Patients/clients are free to voice complaints or grievances regarding policies or services and recommend changes without coercion, discrimination, reprisal or unreasonable interruption of services. The complaint process includes intake, investigation, corrective action as applicable, complaint resolution, and follow-up.

Patients receive required documentation about AdhereRx's complaint-resolution process within their enrollment documentation. AdhereRx receives, investigates and responds to complaints and recommendations received from patients/clients. Upon enrollment, AdhereRx provides written notification of its complaint-resolution process and other resources for registering complaints. A patient/client may file a complaint or grievance by calling AdhereRx at 1-866-463-5550. The complaint may also be submitted in writing to the Chief Compliance Officer at the AdhereRx Office in Cary, North Carolina. If we are unable to resolve your concern in a timely fashion, you are welcome to contact our Accreditation Organization, The Compliance Team, Inc, at 1-888-291-5353.

The complainant will be verbally notified within 5 business days of receipt that the complaint has been received and is being investigated. AdhereRx will initiate an investigation by interviewing staff involved and reviewing the patient's file. If necessary, the patient and/or caregiver will be contacted for more information. If collateral sources are to be contacted for information, the patient will be notified, and information release forms will be obtained. Within 14 business days, a verbal response of the outcome of such investigation for the complaint resolution will be given to the patient. A complete report of the initial complaint and subsequent investigation and resolution is to be kept by the Compliance Office in a secure file, and a summary is documented in the patient's file.