When a grievance is filed with Network 8, it will be handled as one of the following categories: Immediate Advocacy, General Grievance, or Clinical Quality of Care. The table below provides an overview of the grievance types.

<table>
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<tr>
<th>GRIEVANCE TYPE</th>
<th>DEFINITION</th>
<th>PROCESS</th>
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| Immediate Advocacy         | These are cases of a simple, generally non-Quality of Care nature that can be completed in 7 business days or less. | 1. The Network and facility will work together in order to find a resolution that is suitable for both the facility and the patient.  
2. Within 3 business days of closing the case, provide a summary letter to the grievant that contains initial issues presented, Network actions, and which issues have been resolved. |
| General Grievances         | These are cases of a more complex nature, that do not contain clinical Quality of Care issues, and that cannot be resolved within 7 business days. These grievances should be resolved within 60 calendar days. | 1. The Network will provide an acknowledgement letter to the grievant within 2 business days.  
2. The facility will provide the requested documentation to the Network within 7 calendar days.  
3. The Network may request improvement plans (IPs), as necessary – plans must be completed within 60 calendar days.  
4. Within 3 business days of closing the case, the Network will provide a summary letter to the grievant that contains the initial issues presented, Network actions, and which issues have been resolved. |
| Clinical Quality of Care   | These are circumstances in which the grievant alleges that an ESRD service received from a Medicare-certified provider did not meet professionally-recognized standards of clinical care. These cases should be resolved within 60 calendar days. |                                                                                                                                                                                                         |

Please do not hesitate to contact Katy Chappelear or Tausha Rawls, if you have any questions.

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