



## COMBINED MEDICAID 102-2 General Complaints

**Supersedes:** ABD and FMA 102-2 (08/01/00)

**Reference:**

**Overview:** Federal law requires states to maintain a system for handling general program complaints filed by clients, potential clients, or other concerned individuals or groups. This does not include complaints alleging discrimination based on the protected classes outlined under Civil Rights law, or complaints that can be pursued through the fair hearing process.

A general program complaint is any complaint regarding areas such as processing standards, or customer service to clients and potential clients. Complaint logs need to contain the following minimum information:

- Name, address and phone number or other means of contacting the complainant.
- Name and location of the organization, office, or person the complaint is against.
- The date(s) on which the action causing the complaint occurred.
- The reason for the complaint.
- The action taken and the resolution or disposition of the complaint.

**Effective Date:** July 01, 2016