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For Complaint
Investigations
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Independent Case
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Manage your
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Outsourcing your
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CMS

Investigations -

Workplace

Investigation

Specialists

Plans must

notify all

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investigation as expeditiously as the enrollee's health condition requires, but no later than 30 days after the grievance is received.

Grievances | CMS
CMS interpretive
guidance

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Complaint that
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(CMS): All
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to the hospital

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21244 CMS & HHS
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within two
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State Operations
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These guidelines

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include a
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including
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and followup.
CMS annually

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Since there are multiple activities associated with the management of complaints and incidents, responsibilities often cut across organizational lines.

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How to File a
Complaint. To
file your HIPAA
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Transmittal 189

Date: May 24,

2019 SUBJECT:

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and Interpretive

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