

# Funding Packet

## Complaint Procedure / Emergency Preparedness

### Compliance procedures

Smartbox provides a process for client's to lodge an oral, written, or telephone complaint about the products and services provided. Smartbox has a complaint resolution system for identifying, responding to, and resolving complaints in a timely manner. A client complaint form is available.

A summary of the complaint must include:

- Date received
- Name of the person receiving the complaint
- A summary of actions taken to resolve the complaint
- If an investigation is not conducted, the name of the person who made that decision, along with the reason for not conducting an investigation
- Signature of supervisor

All employees are trained in how to handle complaints. Copies of all complaints and investigations are kept on-file for at least three years. All complaints are summarized and presented to Executive Management quarterly.

If you have a complaint, please contact us at (844) 341-7386. Additionally, you may contact the Centers for Medicare and Medicaid Services (CMS) at 1(800) MEDICARE, if needed.

You may also contact our accreditation provider if needed. Our accreditation provider is Health Care Quality Association on Accreditation and can be reached at 1-866-909-4722.

### Emergency preparedness

Smartbox has a comprehensive emergency preparedness plan in case a disaster occurs. Our goal is to continue to service your health care needs. It is your responsibility to contact us regarding any supplies you may require when there is a threat of disaster or inclement weather.

If a disaster occurs, follow instructions from the civil authorities in your area. We will utilize every resource available to continue your service. If we cannot meet your needs due to the scope of the disaster you must utilize the resources of your local rescue or medical facility.