

AAANI Appeals Policy

Title: Area Agency on Aging of North Idaho (AAANI) Appeals Policy
Policy Subject: Fair and equitable appeals process for AAANI consumers
Date: 7/1/2024
Purpose: To ensure AAANI consumers and providers understand the appeal procedure

Policy Summary:

The AAANI affords any consumer the right to appeal the AAANI's actions that denies or terminates services under an approved area plan. AAANI will operate per Idaho Commission on Aging (ICOA) policy – PO.AD.01.

Scope of Policy:

The scope of this policy involves AAANI consumers and providers.

Appeals Procedure:

The AAANI employs specific procedures that include, but are not limited to the following:

- A. In the event a consumer is denied or terminated from service(s), they shall be notified in writing of the right to appeal within 10 business days.
 1. Documentation of the action will be noted in consumer record.
- B. The notification shall include a statement relating to the action proposed by the AAANI that the consumer has the right to appeal.
- C. Through the appeal process, the AAANI will attempt to resolve any consumer appeals at the local level before the appeal will be accepted at ICOA.
- D. If the dispute remains unresolved, a written complaint may be filed with the ICOA within 30 days following AAANI's decision. At that time, the ICOA will establish a complaint file which contains all participant case file information, the complaint statement, and chronological log of events, relevant correspondence, and a record of the resolution attempted. Depending on the nature of the complaint, the ICOA Administrator will render a decision for final determination.

Exceptions:

Not Applicable

References:

Rules Governing Senior Services Program (15.01.01.003)
Appeals Process "Rules Governing Area Agency on Aging AAA Operations" (IDAPA 15.01.20.053)
Denial of Service (IDAPA 15.01.01.027)
Termination of Service (IDAPA 15.01.01.028)
Rules of Administrative Procedure (04.11.01.100)