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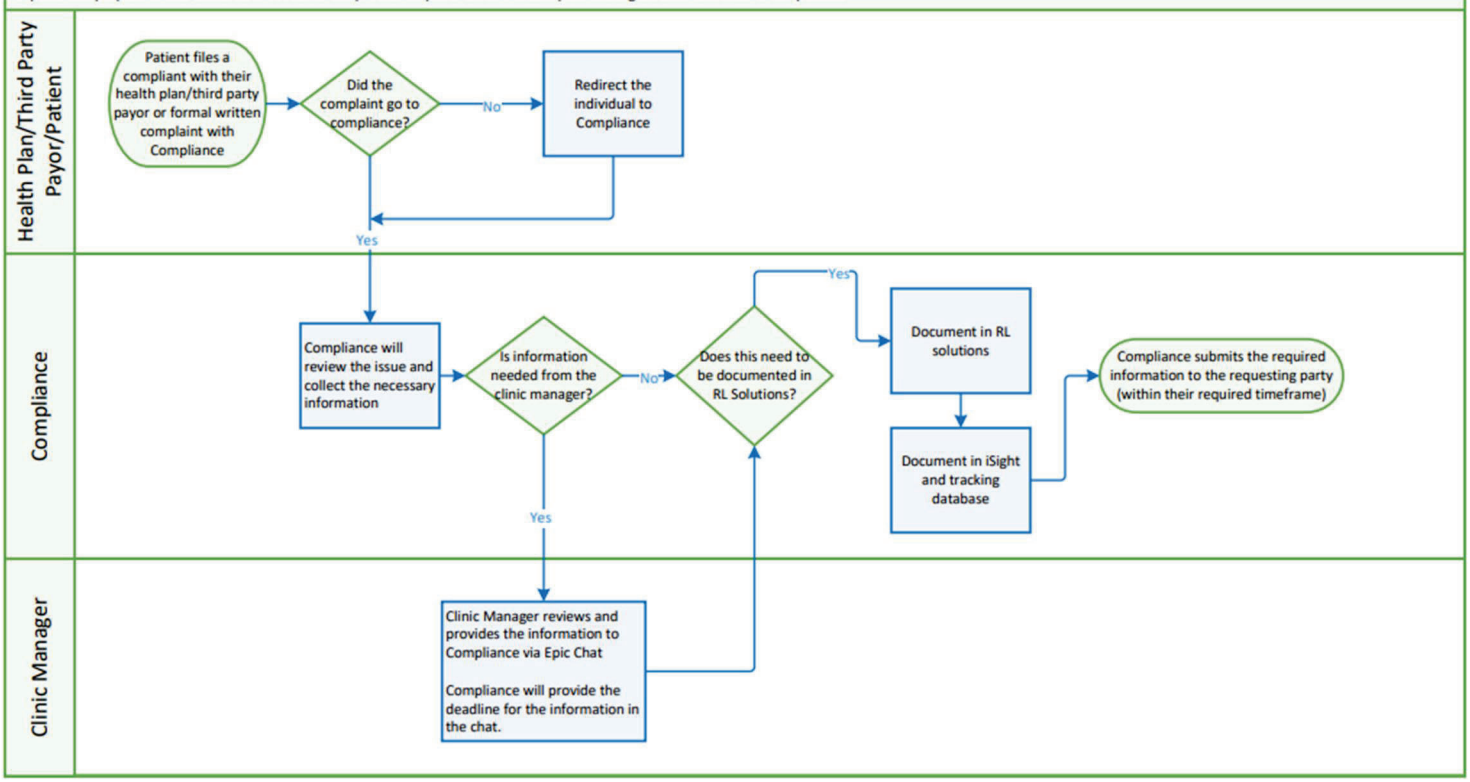
Appendix B - Patient Grievance Workflow

Patient Grievance (filed by Health Plan/Third Party Payor/Formal Written Compliant from Patient)

Purpose: The purpose of this workflow is to review the process steps for when a health plan files a grievance on behalf of the patient.



Notes:
Should additional information be needed, communications via Clinic Managers and Compliance regarding patient concerns, will be communicated via the Epic Chat.
New chat should be started each time to ensure only one patient is discussed per chat.

UCR HEALTH

Effective Date: February 14, 2023