

# Serenity Care PACE

## How to File a Grievance

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Serenity Care PACE wants all participants to know how to file a complaint, which we also call a grievance. This is so that you can let Serenity Care PACE know if you do not like the way we provide a service or if you think that the quality of care is not good enough.

You can call or write to any staff member to report a complaint. The staff member will write down your complaint and try to help take care of it as soon as possible. We will never take any longer than ten days to get back to you.

**We will make sure that your grievance remains confidential.**

If you do not like our answer to your complaint, please call the Serenity Care PACE quality assurance coordinator Karen Nunes at (413) 241- 6321, who will be glad to look over your complaint and will get back to you in five days or less with an answer.

If your complaint is about our use of your privileged health information, you can also file a complaint with the Secretary of Health and Human Services.

**Center for Medicare and Medicaid Services**

7500 Security Boulevard  
Baltimore, MD 21244-1850  
1-800-MEDICARE (1-800-633-4227)

If you receive Medicaid, you can also send your grievance to the following agency for another review.

**Office of Medicaid**

100 Hancock Street  
Quincy MA 02171  
617-847-1204 (fax).