

Filing a Grievance

You have the right to raise concerns about your services, access to care, or how you were treated by submitting a grievance. Filing a grievance will not affect your eligibility or services.

What Is Grievance?

A grievance is a complaint about:

- A. Problems getting services
- B. Delays in services
- C. Quality of care
- D. How a provider treated you
- E. Communication concerns
- F. Delivery of service or services not being provided as outlined

If you are unsure whether your concern is a grievance, you may still submit it.

Who Can File a Grievance?

A grievance may be filed by you (the participant), your legal guardian or authorized representative.

How to Submit a Grievance

You may submit a grievance in any of the following ways:

A. Submit online

1. Complete the online grievance form [here](#).
2. You will receive confirmation, via email, that your grievance submitted online was received.

B. Submit by email

1. Send your grievance to:
DHHS.DDDCommunityBasedServices@nebraska.gov
2. Include:
 - a. Your full name
 - b. Your Medicaid ID number (if you know it);
 - c. Your phone number or email address;
 - d. A clear description of the problem; and
 - e. What you would like to happen (if known)
3. You will receive confirmation that your email was received.

C. Submit in-person or by mail

1. You may submit a verbal or written grievance at any local Department of Health and Human Services (DHHS) office or to your Service Coordinator.
2. Staff can help you complete the grievance form, if needed.

3. Mailing Address:

DHHS Division of Disability and Aging
PO Box 98947
Lincoln, NE 68509-8947

4. Find a [Local DHHS Office](#)

5. An acknowledgment of receipt will be sent to you within 10 business days of when we receive your grievance.

What Happens After You File?

- A. You will receive a written acknowledgment within 10 business days of when we receive your grievance.
- B. The acknowledgment will include:
 - 1. The date we received your grievance
 - 2. An explanation of the review process
 - 3. An official receipt date by DDA Central Office.
- C. The official receipt date is the date your grievance is submitted online, received by email, or date-stamped at a DHHS office.

How Long Does the Review Take?

- A. Your grievance will be resolved within 90 calendar days from the date it is received.
- B. You may request a one-time 14-calendar-day extension if:
 - 1. You need more time to provide information, or
 - 2. You believe extra time will help ensure a fair review
- C. The extension must be requested before the 90-day deadline.
- D. You will receive written confirmation if the extension is approved.

After the Review

- A. You will receive a written notice that explains:
 - 1. What we reviewed
 - 2. What we decided
 - 3. Any corrective actions taken (if needed)
 - 4. Your options if you disagree with the decision
- B. You may choose to receive this notice by mail or email.

Need Help Filing a Grievance?

Help is available. You can:

- A. Visit your local DHHS office
- B. Contact DDA directly by phone or email
- C. Ask your Service Coordinator or authorized representative

Your Rights

- A. You have the right to file a grievance at any time.
- B. You will not lose services or be treated differently for filing a grievance.
- C. You have the right to assistance in completing your grievance.