

# CMS Access Rule Grievance System Requirements

ACQ Policy & Quality Committee Meeting

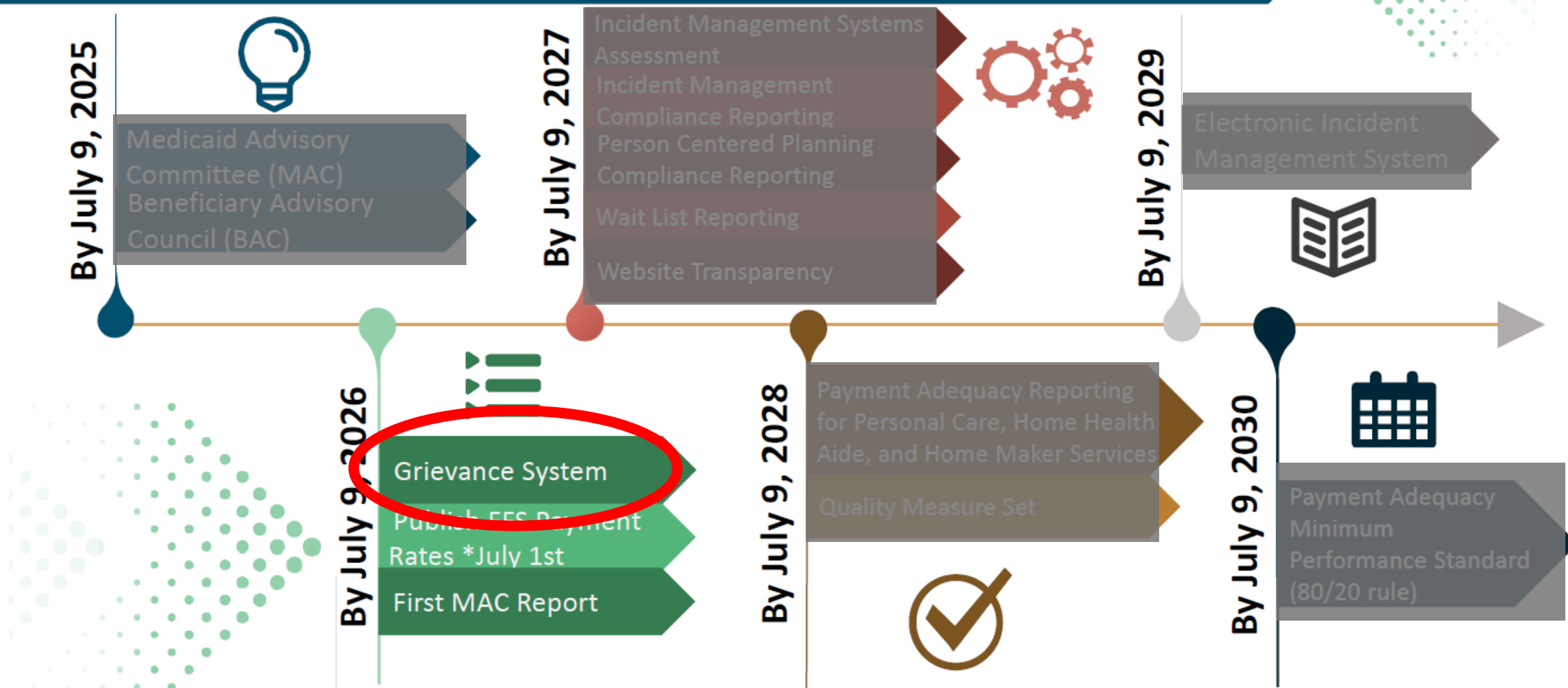
June 30, 2025



# Access Rule Overview

- Issued by Centers for Medicare and Medicaid Services (CMS) in Spring 2024
- *Ensuring Access to Medicaid Services Final Rule*, AKA the **Access Rule**
- Applies to Medicaid Waiver Programs
- Purpose of Access Rule is to
  - Improve person-centered planning
  - Increase timely access to quality services
  - Demonstrate payment adequacy and transparency
  - Establish a grievance reporting system

# Timeline for Access Rule Compliance



# Grievance System

- The state must establish a process for a waiver participant to file a grievance regarding the state OR a provider and their performance of:
  - Person-centered planning
  - Service requirements and HCBS settings requirements.
- Beneficiaries, authorized representatives, or other interested individuals or entities with permission from the beneficiary/authorized representative may file a grievance and/or support a beneficiary through the grievance process
- Protected from retaliation
- Complaints can be submitted verbally or in writing
- State has 90 days to resolve grievances

# DDSD' Proposed Grievance System

- People will be able to file a grievance via:
  - Phone call
  - Email
  - Online form
  - Standard mail
- DDSD will have grievance system implemented by July 9, 2026

# Questions for Group

- How can DDSD make online grievance reporting form accessible and user-friendly?
  - Have instructions on the survey?
  - Translate to other languages?
  - Text to speak services?
  - Content of survey?
- What are the best ways to inform people of the grievance system and its purpose?
- Other ideas on accessibility?