

## POLICY AND PROCEDURE

<b>DEPARTMENT:</b> Training	<b>DOCUMENT NAME:</b> Centene Behavioral Health Continuing Education Training Grievances and Complaints Policy
<b>PAGE:</b> 1 of 3	<b>REFERENCE NUMBER:</b> CBH.TRN.CE.01
<b>APPROVAL DATE:</b> See Electronic Approval	<b>REPLACES DOCUMENT:</b> NEW
<b>EFFECTIVE DATE:</b> 07/25/19	<b>RETIRED:</b> N/A
<b>PRODUCT TYPE:</b> All Products	<b>Review/Reviewed Date:</b>

### **SCOPE: Centene Behavioral Health Continuing Education Trainings**

This policy applies to all Centene Behavioral Health Continuing Education trainings / trainers or those who provide continuing education credits on behalf of Centene Behavioral Health.

### **PURPOSE:**

To establish a process for identifying, resolving, reporting and tracking grievances and complaints related to Continuing Education (CE) trainings. To establish a process for the timely acknowledgement and resolution of all grievances and complaints related to continuing education trainings.

### **POLICY:**

It is the policy of Centene Behavioral Health to determine a resolution when a participant in a CE training event expresses dissatisfaction. The resolution process will address any dissatisfaction with CE trainings including, but not limited to: course administration, registration, course content, training software, facilities, and non-receipt of certificates. All trainings are free of charge. Centene Behavioral Health will document and process the grievances in a manner consistent with this policy.

### **PROCEDURE:**

1. Complaints/grievances must be reported in writing via a link to the CE Complaint and Grievances form on [envolveu.com](http://envolveu.com). When the form is submitted, the information is sent to [BH\\_training@centene.com](mailto:BH_training@centene.com) which is monitored by the CE Director.
2. Once the grievance/complaint is received it will be recorded via the internal tracking site.
3. The CE Director/Social Work Consultant has seven business days from the date of submission to acknowledge the receipt of the grievance/complaint.
  - a. The requester will be contacted if additional information is needed.
4. Grievance/complaint resolution
  - a. Grievance is reviewed by designated CE committee members including but not limited to: CE Director and Social Work Consultant

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- b. Within 30 business days of acknowledgement of the grievance/complaint, the CE committee's resolution will be communicated to the requester in writing via email or letter and will be documented via internal process.
  - i. If the complainant is not satisfied they will have the opportunity to support her/his dissatisfaction with resolution in writing.
  - ii. Any response from the complainant will be documented via internal process and if further action is needed or an appeal is requested, it will be reviewed by the manager/director.
- 5. Once a quarter, the CE Committee will review all grievances/complaints and make recommendations for improvement to the training program. The following will be considered:
  - a. The percent of grievances/complaints that were acknowledged and resolved in a timely manner
  - b. The number of complaints by category. The categories include the following:
    - i. Course administration
    - ii. Registration
    - iii. Complaints about course content
    - iv. Training software
    - v. Facilities
    - vi. Non-receipt of certificates
  - c. Specific actions will be taken to improve future courses

**REFERENCES:**

**ATTACHMENTS:**

**DEFINITIONS:**

### REVISION LOG

<b>REVISION:</b>	<b>DATE</b>
New Policy	7/25/2019

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### APPROVAL

The electronic approval retained in RSA Archer, The Company's P&P management software, is considered equivalent to a signature.