

# PROVIDER APPEAL PROCESS

## Reference:

Division of Aging Operations Manual, Section 3008.3 and 3008.4, Appeal Process

## Policy:

Generations shall follow the appeal process as set forth by Division of Aging regarding service providers.

## Procedure(s):

### APPEAL PROCEDURE FOR TITLE III SERVICE PROVIDERS

1. Generations shall grant an opportunity for appeal to grantee or contractor when Older Americans Act funds are withdrawn or when a grant or contract is suspended or terminated prior to the end of an approved budget year.
2. Generations shall have and implement written appeal Procedures to resolve disputes with service providers. Written appeal Procedures will be included in all service provider contracts with the Generations.
3. Written appeal Procedures shall include the following:
  - a. Notification of the appeal process included when the AAA takes adverse action against a service provider.
  - b. Complete information regarding Procedures for appeals at the state level.

### APPEAL PROCESS FOR SERVICE PROVIDERS

Service Providers must complete the following steps before requesting an appeal of an adverse action at the state level:

#### Step 1: Informal Review Generations

1. The Service Provider must first discuss any questions, concerns or problems regarding an adverse action with a representative of the Generations. The Informal Review will take place onsite at Generations.