

## Participant ADA complaint procedure

You should be satisfied with the care and services you receive at LIFE Geisinger. If you or the participant in LIFE Geisinger that you care for have concerns about being excluded from participation in, being denied benefits of, or being subjected to discrimination under any of its programs, services or activities as provided by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, be sure to tell us about it.

- Visit the LIFE Geisinger website at [LifeGeisinger.org](http://LifeGeisinger.org) and click on the link [Click here to view LIFE Geisinger Title VI Complaint procedure.](#)
- Request a copy of the ADA Complaint Form from any of the LIFE Geisinger locations listed below:

LIFE Geisinger Kulpmont Center Manager 1100 Spruce St. Kulpmont, PA 17834 866-230-6465	LIFE Geisinger Lewistown Center Manager 106 N. Derry Heights Blvd. Lewistown, PA 17044 717-363-9007
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- Email your completed complaint forms to LIFE Geisinger at [bcoolbaugh1@geisinger.edu](mailto:bcoolbaugh1@geisinger.edu) or mail them to either of the addresses listed above.
  - Once your completed ADA Complaint Form has been received, the Quality Management/Special Projects Coordinator (QMSPC) will review and investigate your complaint and develop a resolution.
  - The QMSPC will present the resolution to the director for final approval.
  - The QMSPC will provide a resolution to your complaint within five working days after receiving your completed ADA Complaint Form.
  - You'll be provided oral and written resolution of the complaint.
  - If you aren't satisfied with the resolution, the QMSPC will notify the director and the medical director with a completed review within five days.
  - If you're still dissatisfied with the results, you may submit a request in writing within 30 days to ask for a review by LIFE Geisinger's Plan Advisory Committee.
  - The Plan Advisory Committee (PAC) will send you written acknowledgment that they received your grievance within five working days. The PAC will then investigate, find a solution and take appropriate actions.
  - The PAC will send you a copy of a report containing a description of the complaint, the action taken to resolve it and the basis for the action. The PAC has 30 working days from the day the complaint is filed to complete its report and send it to you.
  - The availability and use of this ADA complaint/grievance procedure does not prevent you from filing a complaint of discrimination on the basis of disability with the U.S. Department of Health and Human Services or the U.S. Department of Transportation – Federal Transit Administration if the complaint is related to the transportation services provided by the organization.