

## **Filing a Grievance or Complaint for DSRIP Services for Saratoga Hospital Clients**

As a Medicaid beneficiary or uninsured individual, you are receiving services from **Saratoga Hospital** as part of a program called the Delivery System Reform Incentive Payment Program. That program has been established to help coordinate your care, improve access to care, and increase the ability of patients like you to access the services you need. Saratoga Hospital is part of an organization called Better Health For Northeast New York, referred to as BHNNY, that helps organize many health care providers to work together to share information and expand services in the community. BHNNY operates programs to accomplish these goals.

Saratoga Hospital delivers the following services as part of BHNNY: **Clinical Integration, Health Home at Risk, Medical Village, ED Care Triage, PAM Project, Behavioral Health Integration with Primary Care Project, Behavioral Crisis Stabilization Project, Cardiovascular Project, Asthma/Telemedicine Project, Tobacco Cessation Project, Chronic Disease Prevention**. If you have received any of these services from Saratoga Hospital, and you have a complaint or grievance about the quality of the services, the quality of care, or the confidentiality of your medical information related to those services, you can file a complaint as described below.

### **Filing a Complaint or Grievance with Saratoga Hospital**

- Concerns specific to confidentiality and privacy
  - Call Saratoga Hospital's Compliance Hotline at **518-580-2600** to make an anonymous complaint or grievance or a complaint/grievance identifying yourself and how Saratoga Hospital can get in touch with you to follow up.
  - Contact the **Saratoga Hospital Compliance Coordinator** by calling **518-580-2606** or at the following email address: **compliance@saratogacare.org**.
  - If you do not get a reply to your complaint within 20 days of the day that you made it, you can contact the **Saratoga Hospital Director of Corporate Compliance**, by calling **518-580-2833** or sending an email to **compliance@saratogacare.org**.
- All other concerns
  - Call Saratoga Hospital at **518-580-2431** to make an anonymous complaint or grievance or a complaint/grievance identifying yourself and how Saratoga Hospital can get in touch with you to follow up.

- Contact the **Saratoga Hospital Patient Representative** by calling **518-580-4182** or at the following email address: **complaints@saratogacare.org**.
- If you do not get a reply to your complaint within 20 days of the day that you made it, you can contact the **Saratoga Hospital Director of Quality**, by calling **518-583-8494** or sending an email to **skriete@saratogacare.org**.

### **Filing a Complaint with Better Health for Northeast New York (BHNNY)**

- Call the BHNNY hotline at 518-262-4369 to make an anonymous complaint or grievance or a complaint/grievance identifying yourself and how BHNNY can get in touch with you to follow up.