



Standard Operating Procedure (SOP)

Subject: Life Plan Dispute Resolution

Appendix #: 31

Effective Date/Revised Date: 05/01/2023

Summary of Changes: Information about dispute resolution was previously contained in the Life Plan policy. It has now been separated into a stand-alone policy and SOP.

Policy Associations: Policy 3-4: Life Plan Dispute Resolution

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Purpose: The purpose of this process is to provide resolution when a dispute arises during the Life Planning Process. It is considered a Life Plan dispute when the individual, service provider(s), and/or the individual's care planning team disagree about a service, support or goal within the Life Plan. The Care Manager (CM) must work collaboratively with the member, family member, advocate and/or provider to resolve the issue through whatever means necessary including utilizing Member Relations to reach a resolution.

Standard Operating Procedure:

Life Plan Disputes identified prior to or after a Life Plan meeting:

1. If a service, support or goal in the Life Plan is disputed prior to or after a Life Plan meeting by a member, family member, advocate, and/or provider and not resolved, the CM will follow the process below:
 - a. The CM will contact their immediate supervisor for assistance within (1) business day.
 - b. The CM and their immediate supervisor will work with the member's team to resolve the dispute and continue through Care Management administration up to and including the Director and Vice President of Care Management for resolution. This may include having the Care

- Management administration contact the parties with the dispute to address the issue. If the dispute is resolved, no further action is taken.
- c. If the dispute remains unresolved after escalation to Director and Vice President of Care Management, a request for assistance from the Member Relations department is initiated.
 - d. A member of the Care Management team notifies Member Relations department via a Life Plan Dispute Resolution Support form.
 - e. Within (2) business days, a member of the Member Relations team contacts all the members of the Care Management chain of support to discuss the issue and schedule an internal meeting, as needed, to gather information.
 - f. A plan of action is developed which may include but not limited to; a member of the Care Management team reaching out to the person with the dispute. If deemed not appropriate for Care Management to reach out, Member Relations staff will reach out to coordinate a response.
 - g. The Care Management team and Member Relations staff work collaboratively to resolve the dispute through whatever means necessary.
 - h. Information regarding the Life Plan dispute and steps taken to resolve the dispute will be documented by Care Management in the Electronic Health Record. If there is Member Relations involvement in a Life Plan dispute, Member Relations staff will document the steps taken to reach resolution.

Life Plan Disputes identified during a Life Plan meeting:

1. If a service, support or goal in the Life Plan is disputed during a Life Plan meeting by a member, family member, advocate and/or provider, and not resolved at the Life Plan meeting, the CM documents any disputed elements from the Life Plan meeting in the Summary of the IDT meeting.
2. If the disputed element represents a change to a previously approved service, support or goal in a prior finalized Life Plan, the CM makes a note in the "Summary of IDT Meeting" section of the Life Plan that there is a dispute regarding that specific service, support, or goal, including a narrative description of the nature of the dispute. The Life Plan must then be finalized, and the previously approved service, support or goal must remain in the newly finalized Life Plan and be implemented until the dispute is resolved.
3. If the disputed element represents a new service, support, or goal that was not contained in a previously finalized Life Plan, the CM must remove the disputed service, support, or goal from the body of the Life Plan altogether, moving it into the "Summary of IDT Meeting" section, including a narrative regarding the nature of the dispute. The Life Plan must then be finalized. Because this is a proposed new service, support, or goal, it is not required to be implemented pending the outcome of dispute resolution.
4. A meeting must be scheduled by the 15th day after the Life Plan meeting with the Interdisciplinary Team (IDT). The purpose of this meeting is to resolve any



disputed elements listed in the Summary of the IDT. If the dispute is resolved, there is no further action.

5. If the dispute remains unresolved after the IDT team meeting, a request for assistance from the Member Relations department is initiated.
 - a. A member of the Care Management team notifies Member Relations department via a Life Plan Dispute Resolution Support form.
 - b. Within (2) business days, a member of the Member Relations team contacts all the members of the Care Management chain of support to discuss the issue and schedule an internal meeting, as needed, to gather information.
 - c. A plan of action is developed which may include but not limited to; a member of the Care Management team reaching out to the person with the dispute. If deemed not appropriate for Care Management to reach out, Member Relations staff will reach out to coordinate a response.
 - d. The Care Management team and Member Relations staff work collaboratively to resolve the dispute through whatever means necessary.
 - e. Information regarding the Life Plan dispute and steps taken to resolve the dispute will be documented by Care Management in the Electronic Health Record. If there is Member Relations involvement in a Life Plan dispute, Member Relations staff will document the steps taken to reach resolution.

Related Forms/Documents:

Life Plan Dispute Resolution Support form

Approval:

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