



Patient Complaints and Grievances (PCG)

Release- 2024.1

April 10, 2024

The initial release of this solution includes the following core features:

- Ability to report grievances, appeals, and expedited appeals via a public facing portal
- Ability to receive and efficiently track grievances, appeals, and expedited appeals
- Ability to generate email notifications once a grievance, appeal, and expedited appeals are reported via the portal
- Ability to create grievances, appeals, and expedited appeals on behalf of consumers via Dynamics

Release Update – 2021.1

February 17, 2021

Initial release:

The release of the Patient Complaints and Grievances (PCG) Portal application allows consumers to immediately report complaints, grievances, appeals and expedited appeals online.

The internal application allows Patient Rights' Office to receive and efficiently track the complaints, grievances, appeals and expedited appeals submitted online to ensure proper assignment and timely resolution. The implementation of the PCG application will replace the current antiquated manual/paper process.