

**If you do not agree with the services you are getting, talk with your Case Manager.  
If you still do not agree, you can get help**

## **Grievance**

A Grievance is a way to settle a disagreement over the services you get from Developmental Services or from another provider. You can file a Grievance if you are not getting what you think you should. The rules for Grievance are at this website: <http://www.maine.gov/dhhs/OACPDS/DS/grievance/home.html>. Your case manager or an Advocate can give you the rules and help you file your grievance.

## **MaineCare Appeal**

If you get a letter saying your MaineCare Service will be reduced or taken away, and you do not agree with the decision, you have a right to appeal. You might appeal if the decision affects your health or safety, or if it means you will not receive services that are in your Person Centered Plan. You need to appeal within 10 days after you get the letter. If you do this your services will stay the same until the Appeal is decided.

**How to file a grievance or Appeal** – Your case manager can help you. The Office of Advocacy can also help you. Their phone numbers are listed below:

Region 1 (Cumberland, York)  
(207) -822-0270  
1-800-269-5208  
TTY- 1-888-254-031

Region 2A (Kennebec, Somerset)  
(207) 287-7189  
1-800-232-0944  
TTY 1-800-606-0215

Region 2L (Androscoggin, Franklin, Oxford)  
(207)-795-4300  
1-800-482-7517  
TTY-1-800-606-0215

Region 2R (Knox, Lincoln, Sagadahoc,  
Waldo)  
(207) 596-4302  
1-800-704-8999  
TTY 1-800-606-0215

Region 3B (Hancock, Penobscot, Piscataquis,  
Washington)  
(207)-941-4360  
1-800-963-9491  
TTY-1-800-606-0215

Region 3C (Aroostook)  
(207)-493-4000  
1-800-432-7366  
TTY-1-800-606-0215

You may also call the Disability Rights Center of Maine for Help.  
(207)-626-2774 (Voice & TDD)  
1-800-452-1948 (Voice & TDD)