

**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/oads/disability/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 Disability Rights Center can also help you. Their phone numbers are listed below:

Cumberland, York

(207) -822-2332
1-800-269-5208
TTY- Maine Relay 711

Kennebec, Somerset

(207) 626-2774
1-800-452-1948
TTY: Maine Relay 711

Androscoggin, Franklin, Oxford

(207)-795-4538
1-800-482-7517
TTY-Maine Relay 711

Knox, Lincoln, Sagadahoc, Waldo

(207) 596-4363
1-800-432-7802
TTY Maine Relay 711

Hancock, Penobscot, Piscataquis, Washington

(207)-561-4113
1-800-432-7825
TTY-Maine Relay 711

Aroostook

(207)-493-4129
1-800-432-7366
TTY- Maine Relay 711

Disability Rights Center of Maine

(207)-626-2774

1-800-452-1948

advocate@drcme.org