

Correctional Managed Health Care Committee POLICY STATEMENT	Number:	CMHCC-A-06 (rev.5)
	Date:	June 10, 2020
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	Supersedes:	CMHCC-A-06 (rev. 4) (November 1, 2017)
COMPLAINT REVIEW PROCESSES		

AUTHORITY: Section 501.151, Texas Government Code

POLICY: It is the policy of the Correctional Managed Health Care Committee to review each complaint presented to the Committee by members of the general public and respond to the complaint in accordance with the procedures outlined below. Individual patient care issues will not be addressed directly by the Committee. These types of complaints may be referred to the Texas Department of Criminal Justice (TDCJ) Patient Liaison Program (PLP) or to the University of Texas Medical Branch (UTMB), Department of Quality Services or to the Texas Tech University of Health Sciences Center (TTUHSC), Office of the Executive Medical Director for Correctional Managed Care.

PROCEDURES:

- I. Written complaints by a member of the general public may be filed with the Committee at the following address: Correctional Managed Health Care Committee, 2 Financial Plaza, Suite 625, Huntsville, Texas 77340.
- II. TDCJ staff shall review each complaint received and take one or more of the following actions, as applicable:
 - A. Forward the complaint to the PLP or to the UTMB Department of Quality Services or to the TTUHSC Office of Executive Medical Director for investigation and response.
 - B. Forward the complaint to the appropriate TDCJ division or state agency for review and response (such complaints would include items not under the purview of the CMHCC).
- III. The designated TDCJ staff shall answer that a log of all complaints received by a member of the general public is maintained and includes:
 - A. the name of the person who filed the complaint;
 - B. the date the complaint is received by the Committee;

- C. the subject matter of the complaint;
 - D. the name of each person contacted in relation to the complaint;
 - E. a summary of the results of the review or investigation of the complaint; and,
 - F. an explanation of the reason the file was closed if the committee closed the file without taking action other than to investigate the complaint.
- IV. At least quarterly until final disposition of the complaint, the TDCJ staff shall notify the person filing the complaint and each person who is a subject of the complaint of the status of the review or investigation unless the notice would jeopardize an undercover investigation.
- V. Information describing the complaint process shall be maintained on the CMHCC website.

Adopted: June 10, 2020



Robert D. Greenberg, M.D.
Presiding Officer, CMHCC