

# CNYCC DSRIP Client Complaint and Grievance Process

Dear Medicaid Beneficiaries, Advocates and Others:

NRCIL is part of two Performing Provider Systems (PPS) under New York State's Delivery System Reform Incentive Payment (DSRIP) program. DSRIP focuses on health care system transformation, where providers work to improve and coordinate community based, primary care, mental health and preventive care services. The lead PPS organizations in our area are Central New York Care Collaborative, Inc. (CNYCC) and North Country Initiative, (NCI).

We participate in certain DSRIP projects in the both PPS, including the following:

- Helping to create an integrated delivery system
- Improving care transitions
- Actively engaging people in their health
- Implementation of evidence-based strategies for health in the community
- Strengthen mental health and substance use disorder infrastructure
- Increase access to high quality chronic disease preventive care and management in community settings

If you have any questions, concerns or complaints about these DSRIP projects or the CNYCC PPS, please contact:

- Our organization's Corporate Compliance Officer at 315-785-8703 X214 or [charmaineg@nrcil.net](mailto:charmaineg@nrcil.net)

Or

- CNYCC's Compliance Officer at 315-703-2985, or via email at [laurel.baum@cnycares.org](mailto:laurel.baum@cnycares.org) or via CNYCC's compliance hotline number at 855-343-5598, or online via CNYCC's compliance webpage at <https://cnycares.org/get-involved/corporate-compliance/>. All reports are treated with respect and may be made anonymously. No one will retaliate against any person making a report in good faith. Thank you.