

**ADDENDUM III.—MEDICARE AND MEDICAID MANUAL INSTRUCTIONS—Continued**  
 [October 2002 Through December 2002]

Transmittal  
No.

Manual/Subject/Publication number

Quality Improvement Organization Report to the Office of Inspector General  
 Imposition and Notification of Sanctions  
 Effect of an Exclusion Sanction on Medicare Payment and Services  
 Reinstatement After Exclusion  
 Appeal Rights of the Excluded Practitioner or Other Person

**End Stage Renal Disease Network  
 (CMS—Pub. 100–14)**

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- Authority
    - Network's Role Prior to Initiating Sanction Recommendation
    - Project Officer Role in Sanction Procedures
    - Duration and Removal of Alternative Sanction
    - Definitions for the End Stage Renal Disease Complaint and Grievance Process
    - End Stage Renal Disease Complaints and Grievance
    - Role of Network in Handling a Complaint/Grievance
    - End Stage Renal Disease Complaints and Grievance Process
    - Facility Awareness of the Complaint/Grievance Process
    - Use of Facility Complaint/Grievance Process
    - Determination of Your Involvement
    - Receiving a Complaint/Grievance
    - Request of Grievance in Writing
    - Referring Complaints and Grievances
    - Written Acknowledgement of Grievances
    - Investigation of Complaints and Grievances
    - Life-Threatening Situations
    - Challenging Patient Situations
    - Advocating for Patient Rights
    - Addressing a Complaint or Grievance
    - Follow-up of a Grievance
    - Conclusion of a Grievance Investigation
    - Report and Letter to the Grievant
    - Potential Outcomes of Complaint/Grievance Process
    - Improvement Plans
    - Content of Improvement Plans
    - Time Periods for Review and Acceptance/Rejection of Improvement Plans
    - Improvement Plans Tracking System
    - Conclusion of Improvement Plans
    - Non-Compliance With Improvement Plans
    - Confidentiality and Disclosure of Information
    - Identity of Complainant/Grievant
    - Identity of Practitioner
    - Identity of Facility
    - Personal Representative
    - Conflict of Interest
    - End Stage Renal Disease Network Complaint Process
    - End Stage Renal Disease Grievance Process
    - End Stage Renal Disease Inquiry Process
    - Time Table for Complaints and Grievances
    - Model Response Letter of Acknowledgement of a Written Complaint/Grievance
    - Consent to Disclose Identity—Model Form
    - Designation of a Representative—Model Form
    - Final Response to Grievant—Model Letter

**ADDENDUM IV—REGULATION DOCUMENTS PUBLISHED IN THE FEDERAL REGISTER**  
 [October 2002 through December 2002]

Publication date	FR Vol. 67 page	CFR part(s)	File code *	Regulation title
10/01/2002 .....	61496	42 CFR 413 .....	.....	Principles of Reasonable Cost Reimbursement; Payment for End-Stage Renal Disease Services; Prospectively Determined Payment Rates for Skilled Nursing Facilities: OFR Correction.
10/01/2002 .....	61496	42 CFR 460 .....	CMS–1201–IFC ....	Medicare and Medicaid Programs; Programs of All-inclusive Care for the Elderly (PACE); Program Revisions.
10/01/2002 .....	61632	.....	CMS–2160–N .....	State Children's Health Insurance Program; Final Allotments to States, the District of Columbia, and U.S. Territories and Commonwealths for Fiscal Year 2003.