

THINGS YOU SHOULD KNOW ABOUT REGISTERING AN APPEAL WITH CSIL

I went through The CSIL Appeal process in 2015/16 and learned a lot by doing tons of research beforehand and then slogging through the process of emails, phone calls, and meetings to get my desired results. Please note that everything written here is in the context of how Vancouver Coastal Health does things. It may be that each different Health Authority region does things a bit differently.

STEPS

- 1) You will need to contact your CSIL Case Manager and get them to send you a copy of your local Health Authority's Review Process (Appeal). I received an 8 page document from VCH titled "Adult/Older Adult Formal Review Process" that outlined all the steps I needed to take.
 - a. In your 2020 Contract, Clause 14. Dispute Resolution and Complaints, it states:
"In the event of a dispute relating to the amount of authorized Funds, a clinical assessment or the assessed care requirements or recommendations, you may initiate an appeal process through the local 'HA' home health manager."
 - b. In the "CSIL Online Workbook, Executive Summary" it states:
"If you are denied or feel your number of assessed hours is too low to meet your needs, you have the right to appeal the decision. Each health authority has its own appeal process, so ask your case manager for details for your region."
- 2) You will have to submit a Freedom of Information (FOI) request in order to get copies of several important CSIL documents. You need to submit the request through the Freedom of Information and Protection of Privacy Act (FOIPPA). This is a 'Personal Information' request for copies of your 'Health' documents located within the Ministry of Health, specifically with your local Health Authority (ie. VCH) and the documents are part of the CSIL program records. The Ministry of Health has its own FOI process so in order to start the request you need to get copies of their FOI forms and instructions. The contact information is available at the bottom of the following BC Gov web page:
<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/open-government/open-information/freedom-of-information>

Contact Information

If you have questions about the Freedom of Information (FOI) process for B.C. government ministries or the Office of the Premier, contact Information Access Operations:

Information Access Operations

PO Box 9569

Stn Prov Govt

Victoria BC V8W 9K1

Telephone: 250-387-1321

Fax: 250-387-9843

Email: FOI.Requests@gov.bc.ca

3) Once you receive the appropriate forms you will need to identify the documents you want copies of.

NOTE:

- PARIS = **P**rietary **A**ccess **R**egional **I**nformation **S**ystem – Computer system for Medical/Health records
- RAI –MDS/HC = **R**esident **A**ssessment **I**nstrument-**M**inimum **D**ata **S**et/**H**ome **C**are. Here is a link to the BC Interior Health Authority web site explaining what RAI-MDS is used for.
<https://www.interiorhealth.ca/sites/Partners/SeniorsCare/RAI/Pages/default.aspx>

The Documents I am aware of are:

1) Time Task Analysis (TTA) (Excel spreadsheet)

- a. Basically, this spreadsheet lists all of the tasks a care-giver does in a day and the amount of time it takes to do each task. The minutes are totalled up and converted to hours to create the Daily work hours. This is multiplied by 30 (days in a month) to create the Monthly work Hours and then that total is multiplied by the current CSIL daily rate \$32.74 and the result is your Monthly Payment.
- b. This spreadsheet is, I believe, the most important document in the process of updating your funding. This where you can input all of things that you need help with and the time it takes for someone to help you. This list reflects your unique personal needs and all the care that you require.

2) RAI-MDS Home Care Assessment

- a. This Assessment contains 11 pages of observations about your physical and mental health, your behaviour, and your ADL (Activities of Daily Living).
- b. I think it's important to know what is on record in regards to very personal details of your life.

3) PARIS, Clinical Care Plan Report

- a. This is a summary of your medical conditions

Hope this helps in some small way.

R. Gould