

Reviewed Date: May 23, 2022

Crossroads Appeal Procedure

It is the policy of Crossroads, Inc. that a person served and/or their legal guardian/legal representative has the right to appeal policy and/or procedure decisions made by Crossroads, Inc. management.

An appeal is a formal way of asking Crossroads to reconsider a decision that has already been made. These decisions might include declining service to an applicant, discharging someone from our services, or implementing a practice or procedure across all service environments (e.g., mandatory use of masks, remote monitoring).

Appeals can be made by contacting the Chief Executive Officer in writing at:

Attention: Chief Executive Officer
Subject: Appeal
Crossroads, Inc.
1424 Houser St.
Muscatine, IA 52761

The appeal form is available on our website at crossroadsmuscatine.org. You may also request the form by contacting the main office during business hours.

The Chief Executive Officer will provide written response to your appeal within 15 working days.

If the person making an appeal is still not satisfied with our decision, they may contact the State of Iowa Long Term Care Ombudsman at 1-866-236-1430.