APPENDIX G-4

How We Answer You: Our Communication Response Process and Timelines

Participant Service Agreement, Exhibit C

This page tells you how to reach AAA FMS, how quickly we answer, and what to do if something is urgent. It applies to participants, families and representatives, employees, service providers and regional centers. Our help is free.

How to reach us

Way to reach us	Details
Call us	(213) 868-2992. Choose ext. 2 for Customer Service, ext. 3 for Participant Onboarding, ext. 4 for Vendor Onboarding, or ext. 5 for Human Resources. If you do not choose, you reach Customer Service.
Call us for free	(800) 852-0589 (same menu)
Email	customerservice@aaa-fms.com
Our secure portal	https://aaa-fms.com/. Send us a question through the portal, and upload documents with private information (such as Social Security numbers, bank details or timesheets) there.
Mail	AAA FMS, 360 W Avenue 26, Unit 316, Los Angeles, CA 90031
Video meeting	Ask by phone or email. We set up a Google Meet or Zoom meeting.

Our hours: Monday to Friday, 10 a.m. to 6 p.m. Pacific Time. We are closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. You can leave a message, email us or use the portal at any time.

How quickly we answer

When you contact us by…	We answer…
Phone, during business hours	Within 3 rings
Voicemail or a missed call	We call you back within 1 business hour
Email	Within 1 business day (24 business hours)
Portal question	Within 1 business day (24 business hours)
Request for a video meeting	Within 1 business day, with a meeting invitation or times to choose from
Mail	Within 1 business day after we receive it
After hours, on a weekend or holiday	By 1 p.m. the next business day. Phone messages are returned within 1 business hour after we open.

When we answer, we give you a reference number, the name of the person helping you, and the date you will hear back.

How long it takes to fix

Your request	We aim to finish within…
Something urgent (see below)	We work on it the same business day and give you an answer or a written plan that day
A general question (balance, form, status)	1 business day

Your request	We aim to finish within…
A timesheet or invoice correction	2 business days
A change to your spending plan or budget	2 business days after your regional center sends us the approved document
Setting up enrollment, a new worker or a new provider	Within 1 month, and before your start date
A problem or complaint about AAA FMS	See Exhibit A, How to Tell Us About a Problem. We write back within 5 business days and give you a written answer within 30 days (never more than 60).

If we need more time, we tell you before the date passes, explain why, and give you a new date. While your request is open, we keep you updated.

What counts as urgent

- A service has stopped, or someone cannot get paid or get care
- Someone's safety, health or private information is at risk
- There is a deadline coming soon

If someone is in danger right now, call 911. Then tell us. If someone may be hurt, neglected or taken advantage of, we act right away and tell your regional center within 24 hours.

If you are not happy with our answer

You can ask for a manager at any time. Our Customer Service Manager gets back to you within 1 business day. If the problem is still not solved, our Chief Operating Officer gives you a written decision within 5 business days. You can also file a grievance using Exhibit A, or contact the Office of the Developmental Services Ombudsperson for free at 1-877-658-9731.

Free language help and accommodations

- We have staff who speak Korean, Spanish, Tagalog and Mandarin, and free interpreters for any other language.
- We take calls through Video Relay Service (VRS). We can also set up captions or a sign language interpreter for meetings.
- Most of our documents are available in Chinese, Korean, Spanish and Tagalog. We translate other documents when you ask.
- We can give you this page in large print, in your language or in another format within 5 business days. Just ask.

Keeping your information private

Before we talk about your account, we check who you are and that you are allowed to see the information. Please send private documents through our secure portal, not by regular email.