



ITASCA MEDICAL CARE (IMCare)  
ITASCA RESOURCE CENTER  
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Grand Rapids, MN 55744-3983  
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Visit us at: [www.imcare.org](http://www.imcare.org)

***PROVIDER UPDATE***

***March, 2019***  
***#2019-06***

To: IMCare Providers  
From: Kim Huffman, IMCare Compliance Coordinator  
Date: March 26, 2019  
RE: Clinic Grievance Reporting

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IMCare is required by law to collect grievance/complaint information from all of its in-network providers/facilities on a quarterly basis. The requirement for the report is detailed on the Grievance Reporting Form. **This must be reported even if you receive no grievances in a given quarter.** The report is due no later than two weeks after the quarter ends. ( 1<sup>st</sup> quarter January – March 31<sup>st</sup>; 2<sup>nd</sup> Quarter April – June 30<sup>th</sup>; 3<sup>rd</sup> Quarter, July – September 30<sup>th</sup>; 4<sup>th</sup> Quarter, October – December 31<sup>st</sup>).

**The form has been updated with correct IMCare contact information. Please replace all forms with the form enclosed with this mailing and update contact information located in your systems.**

The form can also be downloaded from the IMCare website. The link is located below.

<http://imcare.org/DocumentCenter/View/4416/Provider-Clinic-Grievance-Reporting-Form-PDF>

For any questions please contact IMCare Compliance Coordinator at (218) 327-6183 or by email at [IMCareCompliance@co.itasca.mn.us](mailto:IMCareCompliance@co.itasca.mn.us)

Thank you for helping IMCare meet its statutory requirements.