



## Grievance and Appeal Process

We want to know if you are dissatisfied with the quality of your care or if you have concerns about your services being denied, reduced, delayed or terminated. There is a process to examine your complaint. We want to work with you to resolve it.

### Grievance

“Grievance” means an expression of dissatisfaction about any matter provided by the Behavioral Health Plan (BHP), other than an Adverse Benefit Determination. A grievance can be filed either orally or in writing by a member, provider, or authorized representative at any time. If a member chooses to authorize a representative, the BHP will require the member’s signed authorization, prior to speaking with the representative regarding the grievance. The BHP will provide a written grievance acknowledgment letter within 5 calendar days of receiving the grievance. The BHP grievance resolution timeframe may take up to 30 calendar days. You can file a grievance by phone, electronically, in writing, or in person:

- Fill out a Grievance/Appeal form and self-addressed envelope available to you at this location or online at <https://www.ohealthinfo.com/services-programs/mental-health-crisis-recovery/grievances-and-appeals>.
- You may tell the treatment provider (either the staff or the facility’s representative) that you would like to submit a grievance, and they will complete a Grievance/Appeal form with you and submit it for you.
- Call the BHP Monday – Friday; 8am-5pm at **(866) 308-3074** or TTY/TDD **(866) 308-3073** and speak with a person who will accept and submit your grievance.

### Appeal

“Appeal” means a request for a review by the BHP of an Adverse Benefit Determination. An appeal can be filed either orally or in writing by a member, provider or authorized representative. If the member chooses to have an authorized representative or a provider file an appeal on their behalf, written consent from the member is required. The appeal may be filed within 60 calendar days from the date of the Notice of Adverse Benefit Determination (NOABD). The BHP will provide a written appeal acknowledgment letter within 5 calendar days of receiving the appeal. The BHP appeal resolution timeframe may take up to 30 calendar days.

### Expedited Appeal

If the member believes that taking time for a standard resolution could seriously jeopardize their mental health or substance use disorder condition and/or their ability to attain, maintain, or regain maximum function, an expedited appeal can be requested. You may request an expedited appeal, which must be decided within 72 hours as medically necessary. You can ask for an appeal by phone, electronically, in writing, or in person:

- Fill out a Grievance/Appeal form and self-addressed envelope available to you at this location or online at <https://www.ohealthinfo.com/services-programs/mental-health-crisis-recovery/grievances-and-appeals>.
- You may tell the treatment provider (either the staff or the facility’s representative) that you would like to submit a grievance, and they will complete a Grievance/Appeal form with you and submit it for you.
- Call Orange County BHP Monday – Friday; 8am-5pm at **(866) 308-3074** or TTY/TDD **(866) 308-3073** and speak with a person who will accept and submit your grievance.

### State Fair Hearing

If you filed an appeal with the BHP and received a “Notice of Appeal Resolution” (NAR) letter informing you that the BHP will still not provide the services, or you never received a letter telling you of the decision and it has been past 30 days, you can ask for a “State Hearing” and a judge will review your case. A State Hearing must be filed within 120 days from the date on the NAR. You can ask for a State Hearing by phone, electronically, or in writing:

- Call **1-800-952-5253** or TTY/TDD **1-800-952-8349**.
- You may request a State Hearing online. Please visit the California Department of Social Services website to complete the electronic form: <https://acms.dss.ca.gov>
- Fill out a State Hearing form or send a letter to:

**California Department of Social Services  
State Hearings Division  
P.O. Box 944243, Mail Station 9-17-442  
Sacramento, CA 94244-2430**

**If you have any concern, please talk with the Service Chief or Program Director to determine if the issue can be resolved. If you prefer to file your concern as a formal grievance, you may submit it on one of the forms at this location, or you may contact the location’s Provider Representative or Patients’ Rights Advocacy Services to assist you in filing the grievance.**

#### Patients’ Rights Advocacy Services

**Phone Number: (800) 668-4240**

You can access Patient’s Rights Advocacy Services at any time to file a complaint as their process is separate from the BHP grievance process.

**Location’s Provider Representative is:**

**Telephone Number is:**