



## GRIEVANCE AND APPEAL PROCESS

You have a right to make a grievance about any aspect of your treatment at a clinic or by a Medi-Cal "Fee-for-Service" Provider (Private psychiatrist, psychologist, LCSW or LMFT). You also have the right to appeal an "Action" as taken by the County's Mental Health Plan (see below for "Action" definition).

- You may make a Grievance or Appeal verbally or in writing. Grievance resolutions will be made within 60 calendar days of receipt of a grievance. Appeals will be resolved within 45 working days, and expedited appeals within 3 working days.
- These timeframes may be extended by up to 14 calendar days if you request an extension or if the Mental Health Plan determines that there is a need for additional information and that the delay is in your best interest.
- Grievance Forms and Action Appeal Forms are available in the waiting room of the clinic, or the "Fee-for-Service" Provider.
- You may use an authorized representative on your behalf.
- Expedited Action Appeals may be requested if the beneficiary or the beneficiary's provider certifies that taking the time for a standard Action Appeal resolution could seriously jeopardize the beneficiary's life, health or ability to attain, maintain, or regain maximum function.
- You may verbally, or in writing, file for a State Fair hearing, after the exhaustion of an Action Appeal or Expedited Action Appeal process, whether or not, you have received a Notice of Action.

### An "Action" is defined as:

- Denial, or limiting of an authorization of a requested service, including the type or level of service;
- Reducing, suspending, or terminating a previously authorized service;
- Denial, in whole or in part, of payment for a service;
- Failing to provide services in a timely manner, as determined by the Mental Health Plan or;
- Failing to act within the timeframes for disposition of standard Grievance, the resolution of standard Action Appeals, or the resolution of expedited Action Appeals.

**Please note:** The County's *Problem Resolution Process*, must be exhausted, prior to the requesting of a State Fair Hearing. It is intended to resolve problems in the most prompt, efficient and effective manner possible. **If you have any questions, call the Patients' Rights Office** at (844)360-8250

### Beneficiary Grievance Rights:

- To be treated with dignity and respect
- To file a Grievance verbally or in writing in the primary or preferred language
- To ask for assistance with the Grievance process
- To authorize another person to act on his/her behalf
- To identify a staff person or other individual to assist with the Grievance process
- To identify a staff person or other individual to provide information regarding Grievance process status
- To not be subject to discrimination or any other penalty for filing a Grievance

### Beneficiary Appeal Rights:

- To be treated with dignity and respect
- To file an Appeal verbally or in writing in the primary or preferred language
- To select a provider as his/her representative in the Appeal process
- To ask for assistance with the Appeal Process
- To authorize another person to act on his/her behalf
- To identify a staff person or other individual to assist with the Appeal
- To identify a staff person or other individual to provide information regarding Grievance status
- To continue receiving services while an Appeal is pending

