

# **Health & Human Services Agency Behavioral Health & Recovery Services Mental Health Plan**



## **Grievance & Appeal Process**

**Mental Health Plan 24 hour Access Line**  
1-800-555-5906 (Toll free)

Sí Usted Habla Español. Esta información está disponible en español, por favor vea la recepcionista o llame 1-800-555-5906

This form is available in large print and audio. Please see the receptionist or call 1-800-555-5906.

Clients receiving Mental Health Services have legal rights, including the right to express their concerns about the type and delivery of services. This brochure explains how to file a grievance, appeal, expedited appeal or State Fair Hearing. It also explains some of your rights.

⇒ A full beneficiary booklet detailing more information about the MHP and your rights is available in the lobby of each MHP provider site. You may obtain a copy of this booklet at the reception site of any Mental Health Provider, by calling 707- 472-2309 or writing to the Mental Health Quality Assessment & Performance Improvement Program (QAPI) at 1120 South Dora Street, Ukiah CA 95482 and request a booklet be mailed to you.

## **Client Rights**

Clients of Mendocino County Mental Health Plan are entitled to:

- Be treated with respect by mental health staff members
- Services provided in a safe environment and not to be subject to personal, physical, sexual, financial or emotional abuse
- Services that attempt to be sensitive to the cultural, linguistic and special needs of the client.
- To informed consent to treatment and prescribed medications to include potential side effects.
- The right to receive information about your treatment and participate in planning your treatment
- Services which increase your ability to become more independent
- Confidential care and record keeping
- The right to file a grievance, appeal, expedited appeal or State Fair Hearing regarding services and not be subject to discrimination or any other penalty for filing a grievance or appeal
- Authorize another person to act on your behalf
- Request a change of therapist
- Request a second opinion
- Request a change in the level of care

## **Grievances & Appeals**

A “Grievance” is defined as an expression of dissatisfaction about any matter other than an action as defined below.

An “Adverse Benefit Determination” occurs when the Local Mental Health Plan (MHP):

- a. denies or limits authorization of a requested service;
- b. reduces, suspends, or terminates a previously authorized service;
- c. denies, in whole or in part, payment for a service;
- d. fails to provide services in a timely manner;
- e. fails to act within the timeframes for disposition of standard grievances, the resolution of standard appeals or the resolution of expedited appeals; or
- f. denial of a beneficiary’s request to dispute financial liability.

An “Appeal” is defined as a request by the beneficiary or his/her representative for review of an Adverse Benefit Determination as defined above.

An “Expedited Appeal” resolution process may be orally requested by the beneficiary when, based on information supplied by the beneficiary, his/her provider of services or another responsible party or the Quality Improvement Representative determines that the length of time needed for a standard resolution could jeopardize the beneficiary’s life, health or ability to attain, maintain or regain maximum function.

**To file a grievance, appeal, or expedited appeal** call (707) 472-2309, or mail a grievance form to:

MH QAPI Program  
1120 South Dora Street  
Ukiah, CA 95482.

The Patients Rights Advocate can assist you in preparing and filing a grievance or appeal (707) 463-4614.

You may obtain a Grievance /Appeal form and self addressed envelope at any Mendocino County Mental Health Provider location. You should be able to obtain a Grievance/Appeal form without having to ask or write for one.

- You may ask another person to act on your behalf.
- The Patients Rights Advocate can assist you in filling out the grievance/appeal form should you wish
- You need to file an appeal within 60 calendar days from the date on the Notice of Adverse Benefit Determination.
- Grievances will be resolved within 90 days from the date the grievance is filed unless extended for up to 14 days when you request the extension or the MHP shows there is a need for additional information and how the delay is in the your interest.
- If you are appealing an action involving the termination, suspension or reduction of a previously authorized course of treatment by an authorized provider, and you request an extension of benefits, the MHP will continue to provide the authorized services until the appeal is satisfied, or if you withdraws the appeal, or ten days have passed since the MHP

has ruled against the appeal or a State Hearing results in an adverse decision to the appeal. The reference to continuation of services in these circumstances is referred to as “Aid Paid Pending.”

- Appeals must be resolved within 30 calendar days of the MHP receipt of the appeal unless extended for up to 14 days if you request an extension or the MHP shows there is a need for additional information and how the delay is in the your interest
- Expedited appeals will be resolved within three days unless extended for up to 14 days if you request the extension or the MHP shows there is a need for additional information and how the delay is in your interest
- When the grievance or appeal issue has been fully investigated, the Mental Health Plan will attempt to mediate and resolve the issues raised by you. After all attempts at resolution have been made, the Mental Health Plan will notify you in writing of the results of the mediation attempts and the decision made. The written response will clearly indicate that you may request a State Hearing if not satisfied with the decision by the Mental Health Plan.
- Your grievance/ appeal / expedited appeal will be confidential.

### **State Fair Hearings**

If you do not agree with the results of the MHP appeal process, you have the right to request a State Hearing within 120 days of receiving those results. If you have not heard back from the MHP within 60 days of filing an appeal, you can also request a State Hearing. The form for a State Hearing comes with the notification of the appeal outcome. The State Hearing will reach a decision within 90 days of your request. You will be allowed to continue services at a pre-notice level until a decision is made

at the State Hearing if you request a hearing within 10 days of receipt of the NOABD. The Patients Rights Advocate (PRA) can assist you in requesting a State Hearing.

You may contact the PRA at (707) 463-4614 or 800-555-5906. You may also write the PRA at: Patients Rights Advocate, 1120 South Dora Street, Ukiah, CA 95482.

If you are unable to contact your local patients rights advocate you may contact: the State Hearing Division 800- 952-8349 or if you are hearing impaired TTY/TDD 800-952-8349

### **Behavioral Health Board**

Meetings are held monthly at various locations in the county. These meetings are open to the public and are a means to obtain community suggestions, concerns and comments. For the time and location of the meetings call: (707) 467-2355.

### **Suggestions**

Beneficiary suggestions and opinions are an important part of providing quality care. Mendocino County Mental Health conducts surveys and has placed suggestion boxes in most county mental health service areas to obtain information that is incorporated in planning and training. You are encouraged to give ideas for improvement to staff where you receive treatment or send your suggestions to: MH QAPI Program, 1120 S. Dora Street, Ukiah CA 95482.

## **Confidentiality**

Mental Health Staff, contracted agencies and providers follow legal procedures to provide confidentiality of your services and records. In the event that you would want copies of your records you may make a written request from your provider or a formal request through the Medical Records Officer, 1120 South Dora Street, Ukiah CA 95482. Mendocino County has a specific form to allow for these requests.

## **Second Opinion**

When accessing Specialty Mental Health Services, you have the right to a second opinion at no additional cost to you when the MHP or its providers determine that the medical necessity criteria to receive Specialty Mental Health Services have not been met and that you, therefore, are not entitled to any Specialty Mental Health Services from the MHP.

You can make a second opinion request in writing or verbally. Your request for a second opinion will be reviewed by the QAPI Clinical manager and given serious consideration within ten (10) working days.

## **Change of Provider**

You may obtain a formal request for a change of provider at any Mental Health Plan provider. Whenever possible the Mendocino County Mental Health Plan (MHP) will, at your request, allow for a change of provider. The MHP may limit the choice to a contract provider with the MHP or the Mendocino County Mental Health branch.

**Patients Rights Advocate**  
**Defensor de los Derechos del Paciente**  
(707) 463-4614

**Grievance Line / Linea de Queja**  
(707) 472-2309

**Mendocino County Mental Health Plan (MHP) offers free Language Line, interpreter assistance, American Sign Language, and California Relay Service TTY/TDD services for beneficiaries requesting or accessing services.**

**These services may be requested at any Mental Health Plan Provider site or by calling 1-800-555-5906.**

**If you are experiencing a mental health crisis and need help right away, call:**

**1-855-838-0404**

**Si usted esta experimentando una crisis de salud mental y necesita ayuda inmediata, llame:**

**1-855-838-0404**



### **English**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-555-5906 (TTY: 1-800-735-2929).

### **Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-555-5906 (TTY: 1-800-735-2929).

### **繁體中文 (Chinese)**

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-555-5906 (TTY: 1-800-735-2929)。

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-555-5906 (TTY: 1-800-735-2929).

### **한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-555-5906 (TTY: 1-800-735-2929) 번으로 전화해 주십시오.

### **Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-555-5906 (TTY: 1-800-735-2929).

### **Hmoob (Hmong)**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-555-5906 (TTY: 1-800-735-2929).

### **Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-555-5906 (телетайп: 1-800-735-2929).

### **فارسی (Farsi)**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیرد. 1-800-555-5906 (TTY: 1-800-735-2929) فراهم می باشد.

### **日本語 (Japanese)**

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-800-555-5906 (TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

## हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-555-5906 (TTY: 1-800-735-2929) पर कॉल करें।

## Հայերեն (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ասպա ձեզ անվճար կարող են տրամադրվել լեզվական անջատման ծառայություններ: Ձանգահարեք 1-800-555-5906 (TTY (հեռախոս) 1-800-735-2929):

## ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ 1-800-555-5906 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ

## العربية (Arabic)

اصل. فإن خدمات المساعدة اللغوية تتوافر لك بالمجان، إذا كنت تتحدث اذكر اللغة: ملحوظة (TTY: 1-800-735-2929): رقم هاتف الصم والبكم 1-800-555-5906 برقم

## ខ្មែរ (Cambodian)

ប្រយ័ត្ន: អ ស៊ី ិនជាអ្នកនិយាយ ភាសាខ្មែរ, រសវាជំនួយមននកភាសា រោយមិនគិត ្នន គឺអាចមានសំរា ំ ំអ អុើ នក។ ចូ ទូ ស័ព្ទ 1-800-555-5906 (TTY 1-800-735-2929)។

## ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານ ພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-555-5906 (TTY: 1-800-735-2929)

## ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-555-5906 (TTY: 1-800-735-2929)