



## GRIEVANCE ■ CHANGE OF PROVIDER ■ APPEAL

- Beneficiaries who are dissatisfied with their mental health or substance use disorder services may file a **Grievance**. Beneficiaries may also request a **Change of Provider** for any reason. Beneficiaries may **Appeal** decisions to reduce or terminate services.
- Beneficiaries are encouraged to discuss issues regarding their mental health and substance use disorder services directly with their provider. However, beneficiaries may file a grievance at any time without having to discuss the issue with their provider first.
- Beneficiaries may contact the following people who will assist in resolving complaints.
- **Consumer Assistant**, any staff person identified at each program to help consumers with the grievance process.
- **Grievance Advocate**, (*not a direct county employee*) **(925) 293-4942**. Collect calls are accepted.
- **Quality Improvement Coordinator**  
**(925) 957-5160**
- Your current Contra Costa County Behavioral Health Services will NOT be adversely affected in any way by filing a grievance.

### GRIEVANCES

You may file a written or oral grievance at any time regarding the provision of Behavioral Health services. To file a grievance, you may contact Consumer Assistant, Grievance Advocate, or Quality Improvement Coordinator. The Consumer Assistant and the Grievance Advocate program can help you fill-out the grievance form.

### CHANGE OF PROVIDER

If you receive services from a Behavioral Health clinic, Request for Change of Provider forms are located in the waiting room at the Clinic or can be obtained by calling the Behavioral Health Access Line at **1(888) 678-7277**. If your provider is in a private office, you can call the Access Line for assistance in requesting a change.

### APPEALS

If you have experienced a denial, reduction, or termination of your Behavioral Health services you have the right to appeal. Forms and details are available in the waiting room or may be initiated by calling **(925) 957-5160**.

### EXPEDITED APPEALS

You or your provider may request an expedited review process if you and/or your provider think the standard appeal timeframe could seriously jeopardize your life, health or ability to attain, maintain, or regain maximum function. Forms and details are available in the waiting room or you may call **(925) 957-5160** to initiate an expedited appeal.

### STATE HEARINGS

For mental health services, you can file for a State Hearing in any of the following situations:

- You filed an appeal and received an appeal resolution letter telling you that your appeal request was denied.
- Your grievance, appeal or expedited appeal wasn't resolved in time.

If you didn't receive a Notice of Adverse Benefit Determination, you may file for a State Hearing at any time.

For substance use disorder services, you can file for a State Hearing in any of the following situations:

- You filed an appeal and received an appeal resolution letter telling you that your appeal request was denied.
- Your grievance, appeal or expedited appeal wasn't resolved in time.
- The County Plan doesn't provide services to you based on the timelines the county has set up.

You may contact the Grievance Advocate for assistance in filing for a State Hearing, or you may call the State Hearings Division at **1(800) 743-8525** or **1(855) 795-0634** for mental health and **1(800) 952-8349** for substance use disorder services.