

Problem Resolution Process

Clients/consumers have the **right** to file grievances, appeals and, in some cases, State Fair Hearings (see below). If you have concerns about the services you are receiving, contact the **Compliance Officer**. The Compliance Officer can assist with problem resolution, filing a grievance, appeal or requesting a State Fair Hearing (SFH).

Grievance Procedure

You may file a grievance if you are dissatisfied with the behavioral health services you receive. Grievances may be filed orally or in writing. The Compliance Officer will document, investigate, and coordinate the response to your grievance. A resolution will be reached no later than 30 calendar days following receipt of a standard grievance.

Appeal Procedure

If TCBHS denies or modifies a service that your provider requested, you may file an appeal. Appeals can be filed orally or in writing, but an oral appeal must be followed by a written request. Appeals are addressed promptly, but at least within 30 calendar days.

Expedited Appeal

If a client and/or a client's provider decides that a standard appeal resolution could seriously jeopardize the client's life, health or ability to attain, maintain, or regain maximum function, an expedited appeal may be requested and granted. Expedited appeal decisions will be resolved, and affected parties will be notified in writing, within 72 hours.

State Fair Hearings (SFH)

If you have Medi-Cal and are unhappy with TCBHS's response to an appeal, or you received a Notice of Adverse Benefit Determination (NOABD), you may request an SFH after using all the County's internal problem resolution processes. If you need assistance requesting a hearing, contact the TCBHS Compliance Officer at 530-623-1362 or the State Hearings Division at 800-952-5253.

If your request is filed within 10 days of receipt of the County's appeal decision, your existing level of services may stay the same pending the outcome of the hearing.

Patient Right's Advocate (PRA)

Clients have the right to have a PRA with them or to advocate for them during a problem resolution process. The phone number for the TCBHS advocate is on the other side of this brochure.

CONSUMER RIGHTS
OF TRINITY COUNTY BEHAVIORAL
HEALTH SERVICES:

- Respectful treatment by all Mental Health staff with services provided in a safe environment.
- To have written information that is easily understood.
- Informed consent to treatment and prescribed medications.
- To participate in planning his/her mental health treatment and to request a copy of the Treatment/Service Plan and to request access to their records.
- To request a change in the level of care, change of provider, or a second opinion.
- Consideration of a problem or concern about services by the staff person or agency providing care.
- To register a complaint and/or file a grievance regarding services.
- To have Grievance information available. (You may obtain written information from the waiting room, or from our Compliance Officer or through the 24-hour toll-free telephone access system.)
- To have confidential care and record keeping.
- Authorize another person to act on his/her behalf for any Complaint or Grievance.
- To not be subjected to discrimination or any other penalty for filing a Complaint or Grievance.
- Medi-Cal beneficiaries have the right to apply for a State Fair Hearing to resolve problems.
- To request a list of available cultural, linguistic and other specific services and providers, and as much as possible, to have a choice of a specific provider on this list.

REFERENCES

Mailing address for complaints and grievances:

**TRINITY COUNTY
BEHAVIORAL HEALTH SERVICES
P.O. Box 1640
WEAVERVILLE, CA 96093**

Grievances may also be given to any staff member or placed in the suggestion box in the lobby or you may call:

Director of Behavioral Health Services
(530) 623-1362

Compliance Officer
(530) 623-1362

Patient's Rights Advocate
Kathy Anthonijsz
530-560-9297
530-623-3508

**TRINITY COUNTY
BEHAVIORAL
HEALTH
SERVICES**

**BENEFICIARY PROBLEM
RESOLUTION**

Mailing Address

P. O. Box 1640
Weaverville, CA 96093

Weaverville Clinics

1450 Main Street
(530) 623-1362

Hayfork Clinic

5 Tule Creek Road
(530) 628-4111

24 Hour Crisis Line

(530) 623-5708

Toll Free 24 Hours

(888) 624-5820