



CONSUMER REQUEST FORM PROTOCOLS & DEFINITIONS

You may submit your completed form (your request) by mailing, faxing, using drop box at any site, (no postage necessary/self-addressed envelopes are provided at all sites) or you can telephone your request. Upon receipt of your request you will be sent a written confirmation. Services in place at the time of the request will continue through to resolution.

Send to:

Patients' Rights Advocate
2180 Johnson Avenue
San Luis Obispo, CA 93401
Tel 805-781-4738 | Fax 805-781-1232

Complaints:

Complaints are referred to the appropriate supervisor and handled at that level. Complaints may be submitted by anyone.

Grievances *(Medi-Cal Beneficiaries Only):*

A grievance is a Medi-Cal beneficiary's verbal or written expression of dissatisfaction about any matter other than a matter covered by an appeal. A member may file a grievance at any time. If you are dissatisfied with the services or care you have received, you may file a grievance. Within 5 calendar days of the receipt of the grievance, the Patients' Rights Advocate will send you a written acknowledgment letter confirming receipt of your grievance. The matter will be resolved within 30 calendar days from the date the grievance is filed. If the

Grievance regards a clinical issue, the decision maker must also be a healthcare professional with the appropriate clinical expertise in treating your condition. If the grievance is not a clinical issue appropriate staff are designated to render a decision. In either case, San Luis Obispo County Behavioral Health notifies you and the provider in writing of the decision. This notification ends the Grievance Process.

2nd Opinion:

A request for second opinion following a Notice of Adverse Benefit Determination (NOABD) will be considered an appeal or an expedited appeal and will be processed accordingly. If you dispute a clinical decision or request a second opinion at a time other than described above, SLOBHD will honor the request to the extent resources are available and if the request is clinically indicated. Any client may request a second opinion about medication. The Medical Director will determine whether to schedule a second opinion and with whom to schedule. When the requested medication is potentially harmful or is inconsistent with sound medical practice, the Medical Director need not approve a second opinion.

Change of Provider/Clinician:

You may request a change in doctor, therapist, case manager or clinic at any time. We will attempt to make changes when resources are available and when appropriate. Your request will be handled quickly and will be resolved within 30 calendar days—from the date the change of provider is requested.

Standard Appeal *(Medi-Cal Beneficiaries Only):*

Appeals are a request for a review of a Mental Health Plan Action (any denial, limitation, reduction, or suspension of services, failures of Mental Health to provide services in a timely

manner or act on Grievances or Appeals within established time frames). Within 5 calendar days of the receipt of the Appeal, the Patients' Rights Advocate will send you a written acknowledgment letter confirming receipt of your Appeal must be filed within 60 days from the receipt of the Notice of Adverse Benefit Determination or 60 days from the date the Notice of Action was mailed. Appeals are typically resolved within 30 calendar days.

Expedited Appeal *(Medi-Cal Beneficiaries Only):*

Choose this if a Standard Appeal time frame would place you at risk. Expedited Appeals are typically resolved within 72 hours; a 14-day extension may be put in place.

Fair Hearing & Expedited Fair Hearing *(Medi-Cal Beneficiaries Only):*

A Fair Hearing is an independent review of requests for Specialty Mental Health Services (SMHS) conducted by the California Department of Social Services to ensure beneficiaries receive the services to which they are entitled under the Medi-Cal program. A request for fair hearing is the final level of review for an Appeal. If your Appeal was not resolved completely in your favor, you will be given information about how to request a Fair Hearing.

The best way to ask for a hearing is by mail.

Write to:

State Hearings Division
California Department of Social Services
P.O. Box 944243, Mail Station 19-3
Sacramento, CA 94244-2430

Additional options for a hearing:

Call 1-800-952-5253. If you are deaf, use TDD, call 1-800-952-8349.