



PROBLEM RESOLUTION PROCESS

What if I have a problem or don't get the services I want from Behavioral Wellness?

If you have a problem obtaining specialty mental health services, or you are dissatisfied with the mental health services you are receiving, Behavioral Wellness is required to help and work out the issue with you. This is called the **problem resolution process** and may involve:

1. **The Grievance Process** – an expression of unhappiness about anything regarding your specialty mental health services.
2. **The Appeal Process** – a review of a decision (such as a denial or changes to services) that was made about your specialty mental health services by Behavioral Wellness or your provider.
3. **The Fair Hearing Process** – a review to make sure you receive the mental health services which you are entitled to under the Medi-Cal program.

You may initiate the problem resolution process for any level of dissatisfaction or concern at any time, verbally or in writing, to anyone. You will not be punished or discriminated against for filling a grievance or appeal.

What should I do first?

It is recommended that you first discuss your concerns with the manager of the program that serves you, your therapist or your doctor.

If you feel that your problem was not solved or that you were not heard, you can ask for forms and brochures on the **Grievance, Appeal, and Expedited Appeal Process**. These are also available at all Behavioral Wellness clinics and treatment sites. You can also get these from the Access Team by calling 1-888-868-1649.

When will I hear back from Behavioral Wellness on a decision?

Once you fill out the appropriate forms, or submit your request verbally, you will receive a response within 90 calendar days. If you filed an appeal, you will receive information on how to request a Fair Hearing.

At any time throughout the problem resolution process, you may authorize a person to act or speak on your behalf.

Can I get help in filling out forms, or talk to someone if I have questions on the problem resolution process?

Yes! The **Beneficiary Concerns Coordinator** is available to assist you throughout the problem resolution process and provide you with information on the status of your appeal or grievance. For more information, call **(805) 681-4777**.

For forms and further information, call the **Access Team** at:

1-888-868-1649 (toll-free)

TTY users call: **1-877-735-2929**

NON-TTY Users (calling by voice): **1-888-877-5379**