

Grievances, Appeals and Expedited Appeals Process

Butte County Behavioral Health Department has a grievance and appeals process available to all Butte County Behavioral Health clients.

If you are dissatisfied with services received and/or withheld, a grievance form is available for you to complete and submit to **Patients' Rights** or you may contact Patients' Rights by phone at **(530) 343-1731** or toll-free at **1-800-497-1445**.

Resolution of problems may be reached through discussions between the client or client representative and the director, the staff person providing services, the case manager or other persons involved in the matter at hand. Attempt will be made to resolve all problems at the lowest level by Patients' Rights to the satisfaction of the client.

Patients' Rights will assist clients with all problem resolution procedures including completion of grievances, appeals and/or expedited appeals whenever assistance is required.

A beneficiary may file for a State Fair Hearing *only* after they have filed for an Appeal *and* they have received a final decision about the Appeal from Butte County Behavioral Health. State Fair Hearings may no longer take place with regards to the Grievance process.

To request a **State Fair Hearing**, call **1-800-952-5253**. If you are deaf and use **TDD**, call **1-800-952-8349**. You may also complete the back of the Notice of Action and submit your request in writing to **State Hearings Division, California Department of Social Services, PO Box 944243, Mail Station 19-37, Sacramento, Ca 94244-2430**.

Members will not be subject to any penalty, discrimination or retaliation for filing a grievance or an appeal. Every effort will be made to resolve the issue at an informal level. Please feel free to contact Patients' Rights at anytime with any questions or concerns you may have.