



Butte County Behavioral Health



Butte County Department of Behavioral Health

Beneficiary Protection Designee

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¡SE HABLA ESPAÑOL!

530-343-1731 or

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24 hours a day / 7
days a week

[buttecounty.net/
behavioralhealth/
Patientsrights](https://www.buttecounty.net/behavioralhealth/Patientsrights)

What is a Beneficiary Protection Designee?

The Beneficiary Protection Designee assists mental health consumers who receive **outpatient** services through Butte County Behavioral Health with filing Grievances through the Problem Resolution Process as outlined by the Guide to Medi-Cal Service, Title 22, & 42 CFR.

What does the Beneficiary Protection Designee do?

- Supports outpatient clients with the problem resolution process.
- Collects and reviews grievances.
- Makes recommendations for and provides assistance with resolutions of grievances in the required timeframes.
- Provides training regarding the outpatient grievance & problem resolution process

What are my rights?

- If you are unhappy with the services you are receiving, you can file a grievance at any time.
- Grievances can be filed by calling the Patient's Rights and/or by filling out the **Beneficiary Problem Resolution Form** located at all Butte County Behavioral Health Locations.
- If you are unhappy with the resolution of your grievance, you may request an appeal.
- You will not be subjected to discrimination, intimidation or any other retaliation for expressing concerns/filing a Grievance or Appeal.