



Grievance, Appeals and Expedited Appeals Process

Butte County Behavioral Health Department has a grievance and appeals process available to all Butte County Behavioral Health Medi-Cal Beneficiaries. If you would like to file a grievance, appeal or expedited appeal you may do so in writing to the following address: 1196 E. Lassen, Suite #130, Chico, Ca 95973 or by calling **Patients' Rights** at : **(530) 343-1731 or 800-497-1445**

GRIEVANCE

If you are dissatisfied or unhappy with services you may file a grievance by speaking with Clients' Rights or in writing. The program will have 90 days to respond to your grievance in writing.

APPEAL

If services have been denied, you have been involuntarily discharged, or you disagree with a reduction in services you may request an appeal. Butte County Behavioral Health will have 30 days to respond to your request.

EXPEDITED APPEAL

If you believe waiting the 30 days for an appeal decision may jeopardize your life, health, or ability to attain, maintain or regain maximum function, you may request an expedited appeal.

STATE FAIR HEARING

You may request a State Fair Hearing if you are dissatisfied with your appeals decision. 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 re- quest in writing to **State Hearings Division, California Department of Social Services, PO Box 944243, Mail Station 19-37, Sacramento, Ca 94244-2430**.

Butte County Behavioral Health Clients' Rights Process does **not** supersede Title 22, Section 51341, Fair Hearing process. All SUD clients shall be informed of their right to a fair hearing related to the denial, involuntary discharge, or reduction in Drug Medi-Cal substance abuse services as it relates to their eligibility or benefits, pursuant to Title 22, Section 50951.

Members will not be subject to any penalty, discrimination or retaliation for filing a grievance or an appeal. Please feel free to contact Clients' Rights at any time with any questions or concerns you may have.