

Beneficiary Problem Resolution Information

The Alameda County Behavioral Health Care Services Behavioral Health Plan (ACBHCS-BHP) has ways to make sure you get good help and you are satisfied with it. If you are not satisfied, there are four (4) ways to resolve your problems (complaints, grievances, appeals, and expedited appeals). These ways obey all Federal, State and County laws. (In addition, there are the Patients' Rights Advocate and the State Medi-Cal Fair Hearing.)

At any time, you have the right to ask another person to act for you or may end or change your problem. All information is kept private and you will not have trouble for reporting a problem.

This form is a short view of how to complain and you should ask for a handbook from the doctor (provider) for added detail. At any time, you may ask for a copy of the ACBHCS-BHP rules (policy).

IF YOU HAVE A PROBLEM (COMPLAINT, GRIEVANCE OR APPEAL), YOU CAN CONTACT:

Your Service Provider

You can speak with your helper (service provider) to try and settle your problem through him/her. If you prefer, you can call with a problem to the ACBHCS-BHP. You can talk to the Consumer Assistance Specialist about your problem, ask for a Consumer Complaint Form, or ask your doctor for a Complaint Form.

The County Consumer Assistance Office

You can call the County Consumer Assistance Office at **1 (800) 779-0787** or fax **(510) 567-8130** to ask for information, help or file a problem. At any time, you can call with a problem to the Consumer Assistance Office. At any time or if you are not satisfied with the way your problem was handled, you may ask for a State Fair Hearing. At any time, you may ask for help and information from the Patients' Rights Advocate Office.

The Patients' Rights Advocate

If your problem has to do with a lack of your patients' rights or to help you to know if it is a patients' rights matter, call **1 (800) 734-2504 (Patients' Rights Advocate)**.

Types of Appeals

You may appeal if you receive a letter (Notice of Action) saying that you do not receive services, or the services you are getting are to be made less or stopped. ACBHCS-BHP has a of addressing this by offering you an appeal (appeals and expedited appeals). To ask for an appeal, contact **1 (800) 779-0787 (Consumer Assistance Office)**.

The State Fair Hearing

At any time, you have the right to a State Fair Hearing regarding a problem or you are sent a letter (**Notice of Action**) from ACBHCS-BHP. To ask for a hearing, fill out the Request for State Fair Hearing form, or call **1 (800) 743-8525 (State Public Inquiry and Response Unit)**.

I (print name) _____, have signed below, and accepted a copy of the Beneficiary Problem Resolution Information.

Signature _____ Witness _____

Date _____