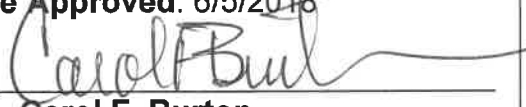
	<p>Date Approved: 6/5/2018</p> <p>By:  Carol F. Burton, Interim BHCS Director</p>
<p>POLICY TITLE</p> <p>Consumer Grievance and Appeal System</p>	<p>Policy No: 300-1-1</p> <p>Date of Original Approval: 3/10/10 Date Revised: 6/5/2018</p>

PURPOSE

This policy establishes a process by which a consumer and/or authorized representative can express dissatisfaction regarding the consumer's care and other aspects of consumer participation in any services provided by Alameda County Behavioral Health Care Services (BHCS) and describes the process for resolving these concerns. BHCS is required to have a Grievance and Appeal System that enables a beneficiary to seek resolution to a problem or concern about any issue related to BHCS' performance of its duties in the delivery of Medi-Cal behavioral health services (including both Medi-Cal-funded mental health and substance use disorder services) and services funded by the Mental Health Services Act (MHSA). As well, this policy establishes the grievance process related to the MHSA community program planning process, service access, and consistency between program implementation and the approved MHSA plan for BHCS. In accordance with Federal and State requirements, this policy establishes the guidelines and procedures for consumer grievances and appeals and establishes the departmental procedures to operationalize and monitor this process.

AUTHORITY

CCR Title 9 Sections 1810.200, 1850.205-215, 1810.230.5; 1850.207(d); 22 CCR Sections 50951-51014.2; 42 CFR, Part 431, Subpart E, Sections 431.200-250; 42 CFR, Part 438, Subpart C, Section 438.228; 42 CFR, Part 438, Subpart F, Sections 438.400-424; DHCS MHSUDS Information Notice No. 18-010; the MHP Agreement No. 12-89353 with California Department of Health Care Services.

SCOPE

All BHCS county-operated behavioral health programs, including both Mental Health (MH) and Substance Use Disorder (SUD) programs, and MHSA-funded programs in addition to entities, individuals and programs providing behavioral health and MHSA-funded services under a contract or subcontract with BHCS shall adhere to this policy.