

Problem Resolution Process

If you are unhappy with any issue related to the mental health services you are receiving, you may utilize the problem resolution process to resolve your concerns.

How can I start the problem resolution process?

Complete the “Grievance and Appeal Form” and send it to the Quality Assurance Program at P.O. Box 28504, San Jose, CA 95159. Forms and pre-addressed envelopes are available at every clinic.

or Call the Quality Assurance Program at 1-800-704-0900 or 408-793-5894

What’s the difference between an appeal and a grievance?

An *Appeal* is a request for review of a decision made by the MHP or your provider that involves a denial or changes to services you think you need. You must file an appeal within 60 days of the date on the Notice of Adverse Benefit Determination. There are no deadlines for filing an appeal when you do not get a Notice of Adverse Benefit Determination. Appeals can be filed orally or in writing.

You file a *Grievance* for all matters not covered by an appeal.

Expedited Appeal Process:

This is a faster way to decide an Appeal. If you think that waiting up to 30 days for a standard appeal decision will jeopardize your life, health or ability to maintain or regain maximum function, you may request an Expedited Appeal. If your Expedited Appeal meets the requirements, as reviewed by our Quality Assurance Program, the MHP will resolve it within 72 hours after receiving your Expedited Appeal. You or your MHP can request an extension of up to 14 calendar days, if the delay is in your interest.

Who else can help me?

Contact the Mental Health Advocacy Project at 1-800-248-MHAP or 408-294-9730

or Contact the Office of Consumer Affairs at 408-792-2140 or 408-852-2460

State Fair Hearing

For Medi-Cal beneficiaries, if the County’s problem resolution process has not resolved your issue, then you may request a State Fair Hearing by calling 1-800-743-8525, by sending a fax to 1-916-651-5210 or by writing to the Department of Social Services, State Hearings Division, P.O. Box 944243, Mail Station 9-17-37, Sacramento, CA 94244-2430. The decision reached at the State Fair Hearing is final.