

## IF YOU HAVE A PROBLEM WITH YOUR MENTAL HEALTH SERVICES

### *What You Should Know to Resolve It*

As a mental health client, you have the right to receive services from a qualified mental health provider and to take an active part in your care. You have the right to express your concerns if something goes wrong with your care - for example, your services were terminated or you're dissatisfied with your treatment/medications, or you feel you were treated disrespectfully.

#### WAYS TO RESOLVE YOUR PROBLEM

If a problem comes up with your services, the easiest and quickest way to resolve things is often to Speak to your provider or program management.

If you are dissatisfied with your treatment or medication, you can get a second opinion about it from another clinician on your provider's staff or through the Access and Crisis Line at 1-888-724-7240.

You can also use the County Beneficiary and Client Problem Resolution Process to help solve your service problem by:

- Filing a grievance if you are dissatisfied with services or feel your rights are being denied.
- Filing an appeal if your services are terminated, reduced or denied.
- Filing an expedited appeal, when the standard process could seriously jeopardize life, health, or ability to attain, maintain or regain maximum function.

Take a copy of the Grievance and Appeal Brochure in this office to get more information and directions on how to file for each.

Grievances and appeals can be filed

- Orally—by phone or in person
- In writing—see the Grievance and Appeal Forms, with envelopes, at every provider office.

You can get help from the agencies listed in the box below:

#### YOUR RIGHTS AS A CLIENT

- To be treated with dignity and respect in a language you can understand.
- To get a second opinion on your treatment or medication.
- To authorize another person to act on your behalf.
- To bring a support person with you to meetings and hearings.
- Get assistance in filing from family, friends, or a Patient Advocate.
- Be free of discrimination or penalty because of filing the grievance/appeal.
- Have your confidentiality protected, by law.

#### WHAT ABOUT A STATE FAIR HEARING?

If you are a Medi-Cal client, you can request a State Fair Hearing about the denial, termination or reduction of services within 90 days of that action of completing the County's Grievance and Appeal Process.

After you have used the County Appeal Process, you can request a Fair Hearing within 90 days of completing that process.

You can call the State directly at:

1-800 952-5253

or you can obtain help from the agencies below:

#### PEOPLE WHO CAN HELP YOU WITH PROBLEMS

(or tell you the status of a filed grievance or appeal)

**Inpatient and 24-hour  
Residential services**

**JFS PATIENT ADVOCACY  
SERVICES**

**1-800-479-2233**

**Outpatient and all other services**

**CONSUMER CENTER FOR  
HEALTH EDUCATION and  
ADVOCACY**

**1-877-734-3258**