

**To obtain information on a pending appeal or grievance status, contact the Quality Improvement Coordinator at 800-660-3570.**

### **State Fair Hearings**

Medi-Cal consumers may have concerns addressed at any State Fair Hearing after completing the Appeals/Grievance process. If you file for a hearing within ten (10) calendar days of a Notice of Adverse Benefit Determination that your behavioral health services are being denied, reduced, or terminated, there are circumstances where the services can be continued until the hearing. A Request for a State Fair Hearing Form is included with each Notice of Adverse Benefit Determination to deny, reduce or terminate services. You may also request a State Fair Hearing by calling the State Department of Social Services at 800-952-5253.

#### **QUALITY IMPROVEMENT PROGRAM**

P.O. BOX 7549  
RIVERSIDE, CA 92513



*This document is available in alternative formats upon request. If you are in need of a reasonable accommodation, please contact Riverside University Health System-Behavioral Health at 951-358-4500.*

*Rev. 3.23*



RIVERSIDE COUNTY MENTAL HEALTH PLAN

# **APPEAL GRIEVANCE PROCEDURE & REQUEST FORM**



## **RIVERSIDE UNIVERSITY HEALTH SYSTEM - BEHAVIORAL HEALTH APPEAL & GRIEVANCE PROCEDURE**

A consumer and/or consumer's representative may file an appeal or grievance, orally or in writing, with his/her service provider, the C.A.R.E.S. Team, or the Quality Improvement Program.

An **Appeal** is a request for a review of an action by the authorization unit C.A.R.E.S. Team or the RUHS-BH Program. An action is defined as the modification or denial of a requested service from a consumer and/or a reduction, suspension, or termination of a previously authorized service.

A **Grievance** is defined as an expression of dissatisfaction concerning services received from the Mental Health Plan. Examples of grievances might be as follows: the quality of care or services provided, aspects of interpersonal relationships - such as rudeness of an employee, etc.

An **Expedited Appeal** may be requested when waiting up to 30 days for a standard Appeal decision will jeopardize your life, health or ability to maintain or regain maximum function. Expedited Appeals may be filed verbally. If the Mental Health Plan agrees that your Expedited Appeal meets the requirements, the Mental Health Plan will resolve your Expedited Appeal within 72 hours. If your Appeal does not meet the requirements for an Expedited Appeal, you will be notified immediately orally and in writing within two calendar days. A denied Expedited Appeal may be filed as a standard Appeal.

Enclosed is an Appeal/Grievance Request Form for the consumer and/or consumer's representative to use to file a written Appeal or Grievance. If you need assistance completing the form, you can request help from your provider or by calling the Quality Improvement Program at 800-660-3570, Patients' Rights at 800-350-0519, or locally at 951-358-4600.

**You will not be subject to discrimination or any other penalty for filing an Appeal or Grievance.**

For Appeals Only: Please indicate if the consumer is in any Medi-Cal-funded residential program.

**Medi-Cal beneficiaries may file for a State Fair Hearing after the completion of the Appeal or Grievance process.**

**Riverside County Mental Health Plan  
Quality Improvement Coordinator  
P.O. Box 7549  
Riverside, CA 92513  
1-800-660-3570**

**For Office Use Only:**  
**By:** \_\_\_\_\_ **Forward to:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Date Consumer Notified:** \_\_\_\_\_  
**Outcome:** \_\_\_\_\_

### **APPEAL/GRIEVANCE REQUEST**

This form is used to file an Appeal or Grievance. If you need any assistance in completing this form, you can request help from your provider or by calling the Quality Improvement Program at (800) 660-3570 or Patients' Rights at (800) 350-0519 or locally at (951) 358-4600. A signed Release of Information Form needs to be submitted with this appeal/grievance form. The appeal/grievance form can be submitted to your clinician or the Program Supervisor or mailed directly to the Quality Improvement Program at the address shown above.

**I wish to file:**    **Appeal**    **Grievance**    **Expedited Appeal**

#### **PLEASE PRINT**

Your address and phone number are important. We need this information to contact you about your Appeal or Grievance outcome.

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_

Your Daytime Phone: \_\_\_\_\_

Check here if you are currently a resident of a Medi-Cal funded residential treatment program.

Current Provider: \_\_\_\_\_

If Applicable, Person Representing You: \_\_\_\_\_

Their Address: \_\_\_\_\_

Their Daytime Phone: \_\_\_\_\_

#### **What is the problem?**

---

---

---

---

---

#### **What would you like the solution to be?**

---

---

---

---

---

#### **Whom have you talked to about the problem?**

---

---

---

---

---

\_\_\_\_\_  
**Client (or Client's Representative) Signature**

\_\_\_\_\_  
**Date**

**You will not be subject to discrimination or any other penalty for filing an Appeal or Grievance. Your confidentiality will be protected at all times in accordance with State and Federal law. You may request a State Fair Hearing following the completion of the Appeals or Grievance Process.**

**Riverside County Mental Health Plan**  
**Authorization for Release of Information from the Medical Record**

Client's Last Name      First Name      Middle Name      Date of Birth

Street Address      City      Zip Code      Phone Number

I, the undersigned, hereby authorize *(Name and address of health care service provider with records.)*

Healthcare Provider Name

Street Address

City      State      Zip Code

And to: **Riverside County Mental Health Plan**  
**Quality Improvement (QI)**  
**P.O. Box 7549**  
**Riverside, CA 92513**

access to my medical records for the purpose of \_\_\_\_\_.  
I further authorize you to provide such copies thereof as may be requested.

The authorization is subject to the following limitations:

- Confined to records regarding treatment for the period from \_\_\_\_\_ to \_\_\_\_\_.
- Confined to records regarding admission and treatment for the following medical condition or injury: \_\_\_\_\_.

- Confined to the following specified information: \_\_\_\_\_
- All medical records.

This consent is subject to revocation by the undersigned at any time except to the extent that action has been taken in reliance hereon, and if not earlier revoked, it shall terminate three (3) months from the date of consent without express revocation.

\_\_\_\_\_  
Signature of Client, Legal Guardian, Representative (Please Circle)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

**Any disclosure of medical records information by the recipient(s) is prohibited except when implicit in the purpose of the disclosure.**