

SAN FRANCISCO MENTAL HEALTH PLAN GRIEVANCE PROCESS

For All Clients in Mental Health and Substance Abuse Programs within Community Behavioral Health Services

You are encouraged to informally resolve your concerns by speaking with the program directly. The **grievance process** is a formal way for you to express any dissatisfaction about your services that is not one of the problems covered by the Appeal and State Fair Hearing processes. You have the option at anytime and without reprisal to use the formal grievance process provided by the San Francisco Mental Health Plan (SFMHP)..

Here are the steps to the SFMPH grievance process:

- You or a representative acting on your behalf may file a grievance, preferably by using the Grievance Form (CBHS 316). Representatives may include, but are not limited to: staff, family members, friends, other clients, trained advocates or legal representatives.
- If your representative is not employed through the SFMHP, confidentiality will be protected by your authorized disclosure and your representative's signed confidentiality agreement.
- You may also seek assistance from Behavioral Health Access Center (415-503-4730) or from the Office of Cultural Competence & Client Relations (415-255-3422).
- You may file a grievance in person, by phone or via US Mail:

In person or by phone:

Officer of the Day
Behavioral Health Access Center (BHAC)
1380 Howard Street, 1st floor
San Francisco, CA 94103
415-503-4730 or 1-800-750-2727
TDD: 1-888-484-7200

Via US Mail:

Grievance Officer
Office of Quality Management
1380 Howard Street, 2nd Floor
San Francisco, CA 94103
-OR-
postage-paid envelope

- You will receive a written acknowledgement of receipt of your grievance. The Grievance Investigator will make every attempt to contact you. The investigator will not have any prior involvement regarding your issue and will have appropriate clinical expertise if your grievance concerns clinical issues.
- A written decision will be sent to you or your representative within 60 calendar days from the date of receipt. The time frame may be extended up to 14 days if requested by you or if the SFMHP determines an extension to be in your best interest.
- The Grievance Officer (415-255-3632) will provide information on the status of your grievance upon request by you or your representative.

SAN FRANCISCO MENTAL HEALTH PLAN APPEAL PROCESS

For Only Mental Health MediCal Clients within Community Behavioral Health Services

Standard Appeal Process

Appeals can *only* be made to review an Action.

Action as defined: If your services have been reduced, denied, or not provided in a timely manner, you can file an appeal.

- If an oral appeal is submitted, you *must follow up by submitting the appeal in writing within 45 days*.
- You will receive a written acknowledgement of receipt.
- You may examine your file for the appeal before and during the process. You will be provided a reasonable opportunity to present evidence and allegations of fact or law, in person or in writing.
- A written decision will be sent to you within **45 calendar days** of receipt of the appeal. The time frame may be extended up to 14 days in certain circumstances.
- The appeal ***is resolved and*** -
- SFMHP will promptly provide or arrange and pay for the disputed services, if the decision of the appeal process reverses a decision to deny, limit or delay services.

To file an appeal or expedited appeal:

In person or by phone:

Officer of the Day
Behavioral Health Access Center (BHAC)
1380 Howard Street, 1st floor
San Francisco, CA 94103
415-503-4730 or 1-800-750-2727
TDD: 1-888-484-7200

Expedited Appeal Process

Expedited Appeals can *only* be made to review an Action.

Expedited Appeal as defined: A review of an **Action** when using the standard appeal process could seriously jeopardize you or your ability to function.

- You will receive a written acknowledgement of receipt.
- If the appeal does not meet the criteria for an expedited appeal, the appeal will revert to the standard appeal process. The Grievance Officer will attempt to notify you orally and will provide written notice within 2 calendar days of the date of the denial.
- A written decision will be sent to you within **3 working days** of receipt of the appeal. Reasonable efforts will be made to provide you oral notice. The time frame may be extended up to 14 days in certain circumstances.
- The expedited appeal ***is resolved and*** -
- SFMHP will promptly provide or arrange and pay for the disputed services, if the decision of the appeal process reverses a decision to deny, limit or delay services.

Via US Mail:

Grievance Officer
Office of Quality Management
1380 Howard Street, 2nd Floor
San Francisco, CA 94103

-OR-

postage-paid envelope

If your Appeal or Expedited Appeal is not resolved to your satisfaction, you have a right to a State Fair Hearing-

call toll free: 1-800-952-5253 TDD: 1-800-952-8349

