



Grievance, Appeal, Expedited Appeal, and State Fair Hearing Processes

You have the right to file a grievance about any aspect of your treatment at a clinic or by a Medi-Cal Fee-for-Service Provider.

- You may file a grievance orally or in writing.

Grievance Forms are available in Provider/Clinic lobbies.

- Grievances will be resolved within **30 calendar days**.

You also have the right to appeal an "Adverse Benefit Determination" taken by the Behavioral Health Plan (see below for "Adverse Benefit Determination" definition).

- You may file an appeal either orally or in writing.
Action Appeal Forms are available in
Provider/Clinic lobbies.
- Standard appeals are resolved within **30 calendar days**.
- Expedited resolution of appeals may be requested if you or your provider indicates that taking time for a standard appeal resolution could seriously jeopardize your mental health or substance use disorder condition and/or the member's ability to attain, maintain, or regain maximum function.
Expedited appeals are resolved as expeditiously as your health condition requires but no longer than 72 hours after receiving the request.

An "Adverse Benefit Determination" is defined as:

1. Denial, or limiting, of an authorization of a requested service, including determinations based on the type or level of service, medical necessity, appropriateness, setting, effectiveness of a covered benefit;
2. Reducing, suspending, or terminating a previously authorized service;
3. Denial, in whole or in part, of payment for a service;
4. Failing to provide services in a timely manner;
5. Failing to act within the required timeframes for standard resolution of grievances and appeals;
6. Denial of a member's request to dispute financial liability.

For questions or to file a grievance or appeal you may contact
the Access Unit:

Mail-303 E. Vanderbilt Way

San Bernardino, CA 92415

Phone: 1-888-743-1478

After the appeals process is exhausted you may file for a State Fair Hearing if you are not satisfied with the outcome of the appeal.

- You may verbally, or in writing, file for a State Fair Hearing, after the exhaustion of the Standard Appeal or Expedited Appeal process, whether or not you have received a Notice of Adverse Benefit Determination or a Notice of Appeal Resolution.

State Fair Hearing may be requested by:

Mail- California Department of Social Services

P.O. Box 944243, Mail Station 19-17-37

Sacramento, CA 94244-2430

Phone: (800) 952-5253 – TDD: (800) 952-8340

Electronically:

<https://acms.dss.ca.gov/acms/login.request.do>