

Notice of Grievance and Appeal Process

- **Where to get an Grievance and Appeal form.** Call the name and phone number of the mental health plan on your ID card for a Grievance and Appeal form. Also, you can call or ask your mental health provider for a form.
- **How to file a Grievance.** Fill out the form. Explain why you disagree with the decision. Tell what you want to happen. Sign the form. Send it or take it to the address listed on the form.
- **If you have an urgent problem.** If you need a decision quickly you may ask for an Expedited Complaint process. You need to indicate in the place provided on the form that you are requesting an expedited process and write why you need to have your Grievance or Appeal decided right away. The medical director will look at your records and the reason you gave and decide if your Grievance or Appeal needs to be decided right away.
- **Deadlines for filing an Appeal.** If your Appeal is about a decision in a written notice you received, you must file your Appeal **within 30 calendar days** of the date of the notice you received. You may be able to get more time if you can show good cause for being late.

If your Grievance or Appeal is about a change in services/benefits and you want the services/benefits to stay the same while you wait for the decision, you must file by the date your services/benefits will change or **within 10 calendar days** after the date the letter notifying you of the change was mailed or given to you, whichever is later.

- **When a decision will be made.** You will get a decision about your **Grievance or Appeal** within 20 calendar days of when your Grievance or Appeal was received.
- **If you do not agree with the decision, you can ask for a hearing.** Information about how to request a hearing is attached to this letter. If you ask for a hearing before you get a decision, you lose the right to use the Grievance or Appeal process.
- **Grievance and Appeal record.** Any information in the file can be used in the hearing if you request a hearing.