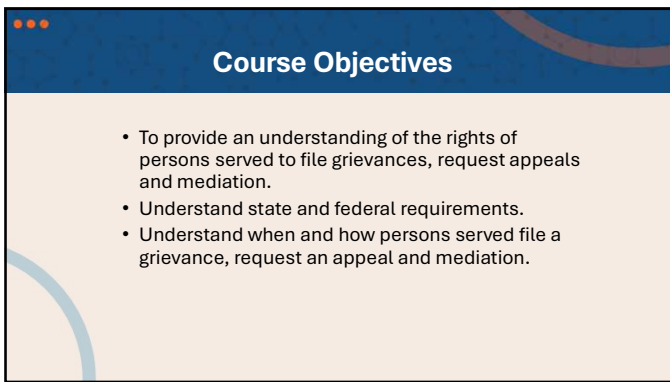




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Grievance, Appeals, and Mediation Standards

- ALL persons served and individuals requesting services have the right to file a grievance and/or to request an appeal of an Adverse Benefit Determination.
- Individuals may access several options to pursue the resolution of grievance, appeal and mediation:
 - File a Grievance
 - File an Appeal
 - Request Mediation
- SCCCMH will assist individuals who need support filing and submitting a grievance or appeal. SCCCMH will assist individuals served who need accommodations.

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Grievance

- A grievance may be filed at any time; there is no time limit.
- A grievance may be filed at any time by the person served, guardian, parent of minor child, or legal representative.
- Person served may also concurrently file an appeal of Adverse Benefit Determination and a grievance regarding other service complaints.
- A grievance may be filed orally or in writing.
- The SCCCMH Chief Operating Officer oversees the administrative function of grievances. The Adult Services Director and Child & Family Services Director are Grievance Managers.

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Appeal

- Individuals served may pursue the option to dispute or appeal any Adverse Benefit Determination.
- Individuals served may request an appeal orally or in writing. A CMHSP or other organizational provider may file an appeal on behalf of the individual, as long as it has written permission from the individual.
- Upon request, individuals served will be given assistance from staff in the filing process.
- Individuals served may request an expedited appeal.

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Mediation

- A person served/their representative may request mediation at any time when there is a dispute related to service planning or the services/supports provided.
- Mediation may be requested at the same time as a local dispute resolution, local appeal, Medicaid Fair Hearing process, or recipient rights complaint investigation is occurring.
- Mediation services are provided by a neutral third party.
- Mediation does not apply to:
 - Disputes regarding medical necessity determinations
 - An Assisted Outpatient Treatment court order, once granted by a probate judge
 - Recipient rights services, or disputes regarding recipient rights services

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Grievance Process Roles & Responsibilities

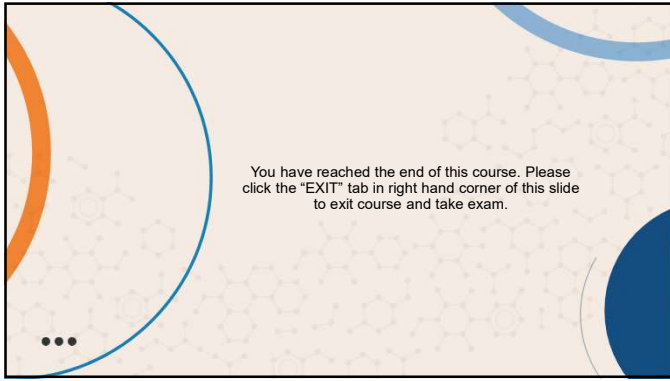
Position	Responsibilities
Region 10 PIHP and SCCCMH staff	Assists individuals served who wish to file a grievance.
Chief Operating Officer (COO)	Provides oversight of the Grievance Process, enters grievances in the Grievance Module, and submits quarterly reports to the PIHP.
Adult Services Director/Child & Family Services Director	Reviews grievances and enters a disposition for the grievance.

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Appeal Process Roles & Responsibilities

Position	Responsibilities
CIU Staff or Primary Caseholders	Provide adequate notices
Chief Operating Officer (COO)	Review individuals' appeals and forward to appropriate stakeholders, including reporting to PIHP
Program Services Director	Review individuals' appeals and respond, investigate, and resolve appropriately
Primary Caseholder	Assist recipients with requests for alternative dispute resolution
Customer Services	Receive recipient requests for second opinions and facilitate response process

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