SAN BERNARDINO COUNTY | Behavioral Health

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

You have the right to make a grievance about any aspect of your treatment at a clinic or by a Medi-Cal "Fee-for-Service" Provider (Private psychiatrist, psychologist, LCSW or LMFT).

- You may make a Grievance verbally or in writing. Grievance Forms are available in Provider/Clinic lobbies.
- Grievances will be processed within **90 Calendar days**, with the option of a 14-calendar day extension if extending the deadline will be in your best interest.

You also have the right to appeal an "Action" as taken by the County's Mental Health Plan (see below for "Action" definition).

- Action Appeal Forms are available in the waiting room of the clinic, or the "Fee-for-Service" Provider.
- Standard Appeals are processed within **30 calendar days**, with the option of a 14-calendar day extension if extending the deadline will be in your best interest.
- Expedited Action Appeals may be requested if you or your provider certifies that taking the time for a standard Action Appeal resolution could seriously jeopardize your life, health or ability to attain, maintain, or regain maximum function. Expedited Appeals are processed within 3 working days,

An "Action" is defined as:

1. Denial, or limiting, of an authorization of a requested service, including the type or level of service;.
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, as determined by the Mental Health Plan or;
5. Failing to act within the timeframes for disposition of standard Grievances, the resolution of standard Action Appeals, or the resolution of expedited Action Appeals.

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 process.

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

State Fair Hearings 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
Fax: (916) 229-4110 - Online: Https://acms.dss.ca.gov