

# What is a Grievance?

## El Dorado County Substance Use Disorder Services Drug Medi-Cal Organized Delivery System (DMC-ODS)

### **What is a Grievance?**

A Grievance is “An expression of dissatisfaction about any matter other than an Adverse Benefit Determination.” This means that if you are unhappy with something (except for payments, or denial or reduction of service) pertaining to the substance use disorder treatment you receive you may file a Grievance. You may examine your case file at any time, including medical records and any other documents and records considered during the Grievance process. You will not be subjected to any discrimination or penalty for filing a Grievance. You have a right to know the status of your Grievance at any point and El Dorado Co. DMC-ODS staff can assist you with that.

### **Where do I receive a Grievance Form?**

Grievance forms are available at all substance use services network provider sites. You can also ask any El Dorado Co. DMC-ODS employee for this form. If you are in need of any assistance, please phone (530) 621-6146 or (800) 929-1955.

### **How do I file a Grievance?**

We hope you will discuss any complaints or issues about your substance use disorder treatment services with your provider. You may file a Grievance by talking to your network provider, or any other El Dorado Co. DMC-ODS employee with whom you feel comfortable. You do not have to complete the form to file a Grievance. If you want to phone in a Grievance, call (530) 621-6146 or (800) 929-1955. You may also ask any El Dorado Co. DMC-ODS employee to help you with this process. The county is required to assist you complete these forms upon your request. This includes, but is not limited to, auxiliary aids and services such as providing interpreter services and toll-free numbers that have adequate TTY/TTD and interpreter capability.

### **What should I expect after filing a Grievance?**

El Dorado County’s Problem Resolution Coordinator (or designee) will investigate your Grievance with the goal of resolving your dissatisfaction. You will receive 2 written responses to your Grievance. The first letter will be a notice (sent within five working day of receipt of the Grievance) that we have received your Grievance. The second letter will be sent to you with the results of the investigation. Grievances must be resolved no later than ninety (90) calendar days from receipt.

### **What if I do not agree with the results of the investigation?**

If you do not agree with the outcome of the Grievance that you have filed, you have the right to speak with the Director of the Behavioral Health Department or person designated by the Director or you may file another Grievance.