

## Mental Health Plan (MHP) and Behavioral Health Services (BHS) Programs Grievance/Complaint Filing Methods for Medi-Cal Beneficiaries/Clients

All clients/beneficiaries have the right to file a grievance or complaint regarding the services provided and/or encounters with a provider within Orange County Behavioral Health Services

How can I file a grievance/complaint about a provider?

- In person
- Phone
- Mail

Clients/beneficiaries may file a grievance/complaint at the location they are receiving services by filling out a Grievance or Appeal Form located in the clinic's lobby. The Grievance or Appeal Form is accompanied by a self-addressed envelope for the client/beneficiary to mail to Authority and Quality Improvement Services at their convenience. The client/beneficiary may also provide this form to any staff member and they can provide assistance with the filing process.

Clients/beneficiaries may call Authority and Quality Improvement Services at (866) 308-3074 or TTD (866) 308-3073 and speak with a person who will accept and submit the grievance/complaint.

Clients/beneficiaries may tell their treatment provider that they would like to file a grievance. The staff or facility's representative will write up and submit the grievance form to AQIS.

If a client/beneficiary believes a person, agency, or program violated their health information privacy rights or someone else's, they may contact the Office of Compliance at (714) 568-5614 to report the issue or fill out the complaint form at the following link: <https://www.ochealthinfo.com/about/candp/privacy/complaint>

The Board of Behavioral Sciences (BBS) also provides the additional method for clients/beneficiaries to file a complaint pertaining to Licensed or Registered providers with the BBS:

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, licensed education psychologists, clinical social workers, or professional clinical counselors. You may contact the board online at [www.bbs.ca.gov](http://www.bbs.ca.gov), or by calling (916) 574-7830

For complaints regarding any unlicensed or unregistered individual providing services within the scope of practice of Board licensees, clients/beneficiaries may file a grievance or complaint with Authority and Quality Improvement Services (AQIS). AQIS of Health Care Agency (HCA) receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered counselor providing services through the Orange County Mental Health Plan and/or Behavioral Health Services Programs. To file a complaint, contact AQIS by telephone, mail, or in person.

Clients/beneficiaries may contact and speak with Patients' Rights Advocacy Services at any time before, during, or after the grievance process. Patients' Rights Advocacy Services may be reached at (800) 668-4240.



Authority and Quality Improvement Services is located at:  
405 W. 5<sup>th</sup> Street, Suite 410, Santa Ana, CA 92701