

Local Dispute Resolution Process

If you do not have Medicaid insurance, you may request to have a review of your case by SCCMHA. To start this review, you may ask your support staff, their supervisor or contact Customer Services.

The Local Dispute Resolution process starts with the person you ask for help and can include any of the following: your support staff, their supervisor, Clinical Director, and/or Customer Services. The final decision of the Local Dispute Resolution process is made by the Chief Executive Officer of SCCMHA. You will be notified of the decision in writing.

If you are not happy with the result of the local dispute resolution, you may request a review from the Michigan Department of Community Health.

If you have any questions about the Appeals and Grievances process, please contact Customer Services at (989) 797-3452.



Si usted tiene quejas sobre el tratamiento que recibio en esta oficina, y si tiene preguntas, por favor de pedir esta publicacion in Espanol.



Tim Ninemire
Appeals Coordinator
(989) 797-3467

SCCMHA is a nonprofit organization funded in part by the Michigan Department of Community Health and Saginaw County.



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY

500 Hancock
Saginaw, Michigan 48602

Main Number: (989) 797-3400
Toll Free: 1-800-258-8678
TTY-TDD: (989) 797-3460, Mon. - Fri.,
8 a.m. - 5 p.m.



Hours: Monday - Friday • 8 a.m. - 5 p.m.
Evening hours available by appointment
www.sccmha.net



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY

Appeals and Grievances



You are Protected

If you are receiving services from Saginaw County Community Mental Health Authority (SCCMHA) or one of our service providers, you may at some time feel the need to file a complaint or an appeal or grievance. You may file a complaint if:

- Your request for treatment was denied
- Your services were reduced
- Your services were discontinued
- Your services were suspended

You may file a Request for an Administrative Hearing if you have Medicaid, follow the Local Dispute Resolution process, or you may file a Recipient Rights Complaint. You have the right to have your concerns resolved fairly and quickly. You may file a complaint through any of the processes mentioned above and you may file them all at the same time.

Second Opinions

If you have been denied a psychiatric hospitalization or SCCMHA services, you have the right to request a second opinion. You may ask the following people regarding help with a second opinion:

- Crisis staff (regarding a denial of hospitalization)
- Your support staff (Case Manager, Supports Coordinator, Therapist) or their supervisor
- OR –
- Contact Customer Services

Changes in Services

SCCMHA is required to give you written notice when significant changes are made to your services, and at the time of your Person Centered Planning meeting. This written notice will explain your right to request an Administrative Hearing or request the Local Dispute Resolution process.

You have 90 days (from the date on the written notice) to file a Request for an Administrative Hearing or to request the Local Dispute Resolution process. The request for an Administrative Hearing must be in writing and must be signed by you or your guardian. If you request an Administrative Hearing before your services are scheduled to change, you may continue to receive the services until the Hearing decision is made.

Help in Filing an Appeal or Grievance

Everyone at SCCMHA wants you to receive the services you need. You may contact the following people regarding help with appeal or grievance questions:

- Your support staff or their supervisor
- OR –
- Contact Customer Services



Call Customer Services

Mon – Fri, 8 a.m. – 5 p.m.
(989) 797-3452 or
Toll Free 1-800-258-8678
TTY/TDD line (989) 797-3460

Do You Have Medicaid Insurance?

If you have Medicaid insurance, you have the right to Request an Administrative Hearing and that process is described below.

If you do not have Medicaid insurance, you may use the Local Dispute Resolution process, also described below.

Administrative Hearing Process

When the Administrative Tribunal receives your Request for an Administrative Hearing, you will be notified of the hearing date and time. If the Tribunal does not schedule a hearing, they should notify you of the reason.

Most hearings are scheduled to occur by phone with an administrative law judge. However, you do have the right to request that the judge hold the hearing in person. You may also request that someone else represent you at the hearing. You need to complete this request in writing to the Administrative Tribunal:

Administrative Tribunal Michigan Department of Community Health

**P.O. Box 30195
Lansing, Michigan 48909-7695
Phone: (877) 833-0870**

