

Expedited Appeal

If you believe your Medicaid Fair Hearing or Local Appeal request is an emergency, you may ask for an Expedited Appeal. The Expedited Appeal, if accepted, must be completed within 72 hours. You will receive a letter explaining the decision.

Medicaid Grievance

A Grievance may be about something you are not happy with related to the services you are receiving. This might be about the quality of care you are receiving or about your relationship with the staff providing the service. You may file a Grievance anytime you are not happy with something related to your services. Once you have filed the Grievance, the SCCMHA Appeals Coordinator has 90 days to make a decision about your Grievance and will send you a letter explaining the decision.

Non-Medicaid Grievance

(Local Dispute Resolution Process)

You may request a Non-Medicaid Grievance if you are unhappy with the services you are receiving. To request a Grievance you may ask your support staff, their supervisor, or contact Customer Service.

The final decision of the Non-Medicaid Grievance process is made by the SCCMHA Appeals Coordinator. This process will be completed within 60 calendar days and you will be notified of the decision in writing. If you are not happy with the result of the Non-Medicaid Grievance, you may request a review from the Michigan Department of Health and Human Services.

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

Kentera Patterson

Appeals Coordinator

(989) 797-3467



**SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY**

Main Facility

500 Hancock, Saginaw, Michigan 48602

Phone

(989) 797-3400

Toll Free 1-800-258-8678

Michigan Relay 711

24 Hour Mental Health Emergency Services

(989) 792-9732

Toll Free: 1-800-233-0022

www.sccmha.org

CS Approved June, 2019



SAGINAW COUNTY
COMMUNITY MENTAL
HEALTH AUTHORITY

Appeals and Grievances

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 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 don't agree with your Individual Plan of Service (IPOS)

You may file a request for an Administrative Fair Hearing if you have Medicaid, file a Local Appeal, follow the Grievance 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 Your complaints (other than a Medicaid Fair Hearing) may be received verbally or in writing.

Second opinions

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

- Crisis staff (regarding the denial of hospitalization)
- Your support staff (Case Manager, Support Coordinator, Therapist) or their supervisor

- OR -

- Contact Customer Service, Mon - Fri, 8am - 5pm at (989) 797-3452 or Toll Free 1-800-258-8678

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 Fair Hearing or Local Appeal. You have 120 days to file a request for an Administrative Fair Hearing. You have 60 days to request a Local Appeal. The request for an Administrative Fair Hearing must be in writing and must be signed by you or your representative. If you request an Administrative Fair Hearing before your services are scheduled to change, you may continue to receive the services until the hearing decision is made. Please note you could be charged for these services if the decision is not in your favor.

Help in filing an Appeal or Grievance

Everyone at SCCMHA wants you to receive the services you need. You may contact your support staff (or their supervisor) or Customer Service for help with filing an Appeal or Grievance; or with any questions you may have.

Do you have Medicaid insurance?

If you have Medicaid insurance, you have the right to request an Administrative Fair Hearing, Local Appeal or a Grievance. These processes are described in the following sections.

Medicaid Administrative Fair Hearing process

When the Michigan Office of Hearing and Rules (MOHR) receives your request for an Administrative Fair Hearing, you will be notified of the hearing date and time. If the MOHR does not schedule a hearing, they will 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 address below:

Michigan Office of Hearings and Rules
(MOHR)

P.O. Box 30763

Lansing, Michigan 48909

Phone: (877) 833-0870

Local Appeal

A Local Appeal may be about the services you are receiving being reduced, suspended or stopped. If this happens, you will get a written notice. The notice will list the date your services will change. You may also file a Local Appeal if you are not happy with your Individual Plan of Service (IPOS). To ask for a Local Appeal, fill out a Customer Service Complaint Form or contact Customer Service to assist you. You have 60 days (from the date on the written notice) to ask for a Local Appeal. If you request a Medicaid Local Appeal before your services are scheduled to change, you may continue to receive the services until the appeal decision is made. Please note you could be charged for these services if the decision is not in your favor. The SCCMHA Appeals Coordinator will make a decision about your appeal within 30 days if you have Medicaid insurance and within 45 days if you do not have Medicaid insurance. You have the right to review your case file before and during the appeal process. A letter will be sent to you explaining the decision.