



**For Persons with Oregon Health Plan insurance
whose Mental Health Plan is
Mid-Valley Behavioral Care Network (MVBCN)**

OUR PROCESS FOR COMPLAINTS & FEEDBACK

The best way for us to know if we're meeting your needs is for you to tell us. If there is a problem or concern, we want to know about it. You will not be treated badly or disrespectfully for doing this.

You can file a complaint or give feedback verbally or in writing. If the matter is about your provider or the treatment agency, then you can file the complaint with them. If the matter is about MVBCN, then you can file the complaint with MVBCN.

If the matter is about a Notice of Action you received, you cannot file a complaint. Instead, you must file an Appeal or request a Hearing. Information about how to do this is included with the Notice.

Here's what to do if you have a complaint:

- Fill out the Oregon Health Plan Complaint Form (OHP 3001). You can get this from your provider, the treatment agency, the MVBCN office, or from any Oregon Department of Human Services office.
 - Explain the problem or concern, and say what you want done about it. Use more paper if needed.
 - You may want help filling out the form. Your provider or someone else at the agency can help you. Or a staff member at the MVBCN office may be able to help you. They can help you write information on the form using your own words.
 - Return the form to the treatment agency if the problem or concern is about your provider or the agency. If it is about MVBCN, then return it to the MVBCN office.

Or you can:

- Talk directly with the office involved. If the problem or concern is about your provider or the treatment agency, talk with them. If the matter is about MVBCN, then talk with the MVBCN office. For whichever office you contact, tell them you want to file a complaint or give feedback. They may ask you to talk with a specific person in the office whose job is to receive complaints.

Explain the problem or concern, and say what you want done about it. They will ask how you can be reached. This is so they can get more information from you if needed. This is also so they can tell you their decision about the matter.

Your complaint is confidential

Your complaint will be kept confidential. This is required by federal and state laws and rules. Only the treatment agency, your provider, MVBCN and/or the Addictions and Mental Health Division of the Oregon Department of Human Services can look at, share and discuss your confidential information. They can do this to investigate and resolve your complaint. They can do this also for certain other required purposes. You don't need to sign an authorization form for this.

You can have someone else file the complaint for you. If this person is an authorized Member Representative, you don't need to sign an authorization form. They can look at, share and discuss your confidential information to help investigate and resolve your complaint. If the person is not an authorized Member Representative, then you must sign an authorization form.

Here's what happens when we receive a complaint:

We will find out the details and facts of the matter. We will try to complete this process within 5 working days. If we need more time than this, we will notify you in writing. We will tell you why and how much more time is needed. The longest amount of time for the complaint process is 30 calendar days.

During this process, we will review the information on the OHP Complaint Form. If we need more information from you, we will contact you right away. We may look at your mental health records. If the matter is about a provider, we may talk with them. If there are other people involved, we may talk with them. We may need you to sign an authorization form for this; we will tell you right away if this is needed.

When the process is done, we will send you a written decision about the matter. If you are not satisfied with the decision, you may contact the DHS Addictions and Mental Health Division.

You can get this document in a larger print size or in a different format. You can also get this document in some languages other than English. Contact the MVBCN office to ask for this.

Mid-Valley Behavioral
Care Network
1660 Oak Street SE, Suite 230
Salem, Oregon 97301

In Salem: 503-361-2647 • Toll-Free: 1-866-422-6647

Oregon Telecommunications Relay Service:
TTY or Voice: 711 • VCO: 1-800-735-3260

*MVBCN Business Hours: 8:00 AM - 5:00 PM, Monday through Friday
(Closed on most government holidays)*