



# OUR PROCESS FOR COMPLAINTS & FEEDBACK

For OHP Members whose Mental Health Plan is  
Mid-Valley Behavioral Care Network (MVBCN)

**What to Do if You Have a Complaint or 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 about your provider, the treatment agency or MVBCN. You can do this in writing or verbally.

**There are several ways to file a complaint or give feedback.** You can:

- Fill out a Complaint & Feedback Form. You can get this from your provider, the treatment agency or the MVBCN office. There is also a copy of this form in your MVBCN Member Handbook.
  - 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 the Consumer Affairs Specialist 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, return it to the MVBCN office. These instructions are on the form.

Or you can:

- Talk with your provider or someone else at the treatment agency. Tell them you want to file a complaint or give feedback. Explain the problem or concern, and say what you want done about it. They will ask for your contact information. 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.

Or you can:

- Contact the MVBCN office. Contact the Consumer Affairs Specialist. Call 503-361-2647 if you are in Salem, or 1-866-422-6647 if you are outside of Salem. Tell them you want to file a complaint or give feedback. Explain the problem or concern, and say what you what done about it. They will ask for your contact information. 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.

If the matter is about your provider or treatment agency, you must talk with them first. If you are not happy with their decision about the matter, then you can file an Appeal with them or with MVBCN.

## **Here's what happens when we receive a complaint or feedback:**

We will start the process to find out the details and facts of the matter. We will complete this process and make a decision within 20 days. If we need more time than this, we will tell you why and how much more time is needed.

*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 office listed below 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)*

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During this process, we will review the information on the Complaint & Feedback Form. We will talk with the person who filed the complaint or gave the feedback. If we need more information, we will contact you right away. We will decide with you on a due date for the information we need. We may make a decision about the matter without the information if we don't get it by the due date. We may need to look at your mental health records. If the matter is about a provider, we will talk with them.

When the process is done, we will send you a letter with our decision about the matter. If you are not satisfied with the decision, you have the right to file an Appeal. An Appeal is a request for us to review the decision about the matter. The letter will have information about how to file an Appeal. If you are not satisfied with the decision, you also have the right to request an Administrative Hearing with the State of Oregon. The letter will have information about how to request a Hearing.

***What to Do If You Get a Notice about Your Services.*** We will send a written notice if your services are denied or changed. This letter is called a *Notice of Action*. We will also send this notice when we do not pay your provider.

If you disagree with the decision, you have the right to file an Appeal. You also have the right to request a State Administrative Hearing. You will not be treated badly or disrespectfully for filing an Appeal or requesting a Hearing.

The notice will have information about how to file an Appeal. It will come with the form to do so. It will also have information about how to request a Hearing. It will explain your rights when filing an Appeal or requesting a Hearing. It will explain the timelines for both and where to return the forms. This information must be read very carefully.

You can ask for help with filling out the Appeal Form or Hearing request form. Your provider or someone else at the treatment agency can help. Or the Consumer Affairs Specialist at the MVBCN office may be able to help. They can help you write information on the form using your own words.

If you file an Appeal about a change in your services, it is important for you to know this information:

- You can ask for your services to stay the same until a decision is made about your Appeal. You must ask for this within 10 days of the written notice about the change in your services. There are certain conditions that must be met for your services to be continued.
- If your services are continued, you may have to pay for the cost of the services if the Appeal decision is not in your favor.

### **Here's what happens when we receive an Appeal:**

We will find out the details and facts of the matter. If we need more information from you, we will contact you right away. We will look at your mental health records. We will talk with your provider. We may talk with other people at the treatment agency. We will complete the process and make a decision about the Appeal within 20 days. If we need more time than this, we will tell you why and how much more time is needed.

When the process is done, we will send a letter to you that tells our decision about the Appeal. If you disagree with the decision, you have the right to request a Hearing. If you filed an Appeal with the treatment agency and you disagree with the agency's decision, you can file a second Appeal with the MVBCN office.

It is important to know that you cannot file an Appeal and request a Hearing at the same time. You can request a Hearing at any time before or during the Appeal process. However, if you request a Hearing before you get the Appeal decision, you cannot continue the Appeal process. If you request a Hearing instead of filing an Appeal, you lose the right to file an Appeal.