

OAKLAND COMMUNITY HEALTH NETWORK

OAKLAND COUNTY'S PUBLIC BEHAVIORAL HEALTH SYSTEM

Your Grievance and Appeal Rights

When you disagree with a decision made about your services.

Your Rights

When you first apply for services through Oakland Community Health Network (OCHN), you have certain rights. These include:

- The right to keep your information private (confidentiality)
- The right to be treated with dignity and respect
- The right to be free from abuse or neglect

If you think someone at OCHN or one of their provider agencies is not respecting your rights, you can file a **Recipient Rights Complaint**. You can do this by itself, or at the same time as the other options listed above. You can file a complaint by **calling** or by **filling out a form**.

To get help or file a complaint, contact the **Office of Recipient Rights at 248-975-9578**. They also offer **video calls** if needed.



Many Ways to Appeal

If you have Healthy Michigan, Medicaid, or MiChild, you can use the following appeal methods: **Second Opinion**, **Local Appeal**, and **Medicaid Fair Hearing**.

If you do not have insurance or have private insurance like Blue Cross, you can use these appeal methods: **Second Opinion**, **Local Appeal**, and **Alternative Dispute Resolution**.

What is Due Process?

If you are asking for or getting mental health, developmental disability, or substance use services from OCHN or its providers, you have the right to a fair and efficient process for resolving complaints involving your services and supports. This is called Due Process, and it is protected by state and federal law.

Everyone getting services has the right to a fair and timely way to solve problems with their care or supports.

You can use Due Process when your services are:

- Denied
- Reduced
- Suspended (put on hold)
- Terminated (stopped)

There are different ways to handle a complaint, and sometimes you can use more than one option at the same time. This brochure explains all the steps you can take to solve a problem with your services.

INSPIRE HOPE, EMPOWER PEOPLE, & STRENGTHEN COMMUNITIES

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Oakland Community
Health Network

Developmental Disabilities • Mental Health • Substance Recovery

248-858-1210
www.oaklandchn.org

Second Opinion

If you are told that you can't get services through OCHN, you have the right to ask for a Second Opinion. To do this, call **Access at 248-464-6363** within **5 days** of being denied services. If you are told you can't go to a psychiatric hospital, you can also ask for a Second Opinion by contacting **Common Ground at 248-456-1991**. You can also file a **Local Appeal** if you are denied these services.

Local Appeal

You can file a Local Appeal if your services have been affected.

- If you have Medicaid, you must do this within 60 days from the Letter date on the Adverse Benefit Determination Notice
- If you do not have Medicaid you must do this within 30 days from the Letter date on the Adverse Benefit Determination Notice.

You can file a Local Appeal if your services are:

- Denied
- Terminated (stopped)
- Reduced
- Suspended (put on hold)

You can ask for your services to keep going during the Appeal in some cases. Appeals are opened within 5 days and must be finished within:

- 30 days for Medicaid
- 45 days for Non-Medicaid

In some urgent cases, you can ask for a faster appeal (Expedited Local Appeal). You must do a Local Appeal before you can ask for a Medicaid State Fair Hearing. You can also file a Grievance or Rights Complaint at the same time.

Medicaid State Fair Hearing

If you have **Medicaid**, you can ask for a **State Fair Hearing** if:

- Services are denied, terminated, reduced, or suspended.
- If your services do not start within **14 days** of your Individualized Plan of Service (IPOS) start date.

You can only ask for a State Fair Hearing **after** your Local Appeal has been reviewed and denied again. You must do this within **120 days** of getting the decision from your Local Appeal. You can ask someone else to speak for you, but you must say that in your request.

In some cases, you can ask for your services to **keep going** while waiting for the hearing. But if you lose the hearing or cancel it, you might have to **pay back** the cost of those services. To ask for a hearing, you must fill out a **Request for Hearing form**. This form comes with your Local Appeal decision letter. You can also get the form by calling **Customer Services at 888-847-0513**.

Alternative Dispute Resolution

If you **do not have Medicaid** and have already done a **Local Appeal** but still aren't happy with the result, you can ask for **Alternative Dispute Resolution**. This is done by the **Michigan Department of Health and Human Services (MDHHS)**. Call Customer Services at 888-847-0513 to learn more. You can also file a **Recipient Rights Complaint**.

Local Grievance

If you have another problem with your services that do not fit into any of the options above, you can file a **Local Grievance**. To do this, call **OCHN Customer Services at 888-847-0513**. There is **no time limit**, but it's better to file as soon as possible so it's easier to fix the problem.

Helpful Reminders

- If you have questions or need help, call **Customer Services at 888-847-0513** Monday-Friday between 8am -5pm.
- If you call outside business hours, leave a message with the best time and day for someone to call you back.
- Keep a copy of all your Appeals, Complaints, or Grievances for your records.

Additional Resources

Suicide & Crisis Lifeline: 988

Resource & Crisis Center: 1-800-231-1127

OCHN Access: 248-464-6363

Customer Services & Due Process: 1-888-847-0513

Office of Recipient Rights: 248-975-9578

RISE (Recovery, Information, Support, & Education) Center:
248-464-6055

Sober Support Unit (SSU): 248-456-8144

