

Behavioral Health Plan (BHP)

Grievance/Complaint Filing Methods for Medi-Cal Members/Clients

All clients/members have the right to file a grievance or complaint regarding the services provided and/or encounters with a provider within Orange County BHP.

How can I file a grievance/complaint about a provider?

- In person
- Phone
- Mail

Clients/members may file a grievance/complaint at the location they are receiving services by filling out a Grievance or Appeal Form located in the clinic's lobby. The Grievance or Appeal Form is accompanied by a self-addressed envelope for the client/member to mail to Quality Management Services (QMS) at their convenience. The client/member may also provide this form to any staff member, and they can provide assistance with the filing process.

Clients/members may call QMS at (866) 308-3074 or TTD (866) 308-3073 and speak with a person who will accept and submit the grievance/complaint.

Clients/members may tell their treatment provider that they would like to file a grievance. The staff or facility's representative will write up and submit the grievance form to QMS.

If a client/member believes a person, agency, or program violated their health information privacy rights or someone else's, they may contact the Office of Compliance at (714) 568-5614 to report the issue or fill out the complaint form at the following link:
<https://www.ochealthinfo.com/about/candp/privacy/complaint>

The Board of Behavioral Sciences (BBS) also provides the additional method for clients/members to file a complaint pertaining to Licensed or Registered providers with the BBS:

The BBS receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, licensed education psychologists, clinical social workers, or professional clinical counselors. You may contact the board online at www.bbs.ca.gov, or by calling (916) 574-7830

For complaints regarding any unlicensed or unregistered individual providing services within the scope of practice of Board licensees, clients/members may file a grievance or complaint with QMS. QMS of Health Care Agency (HCA) receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered counselor providing services through the Orange County BHP and/or BHP Programs. To file a complaint, contact QMS by telephone, mail, or in person.

Clients/members may contact and speak with Patients' Rights Advocacy Services at any time before, during, or after the grievance process. Patients' Rights Advocacy Services may be reached at (800) 668-4240.



Quality Management Services is located at:
400 W. Civic Center Dr, 4th Floor, Santa Ana, CA 92701