

Behavioral Health Plan (BHP)

Grievance/Complaint Filing Methods for Medi-Cal Members

All members have the right to file a grievance or complaint regarding the services provided and/or encounters with a provider within the Orange County BHP. This includes all services at all levels of care through the Orange County BHP.

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

- In person
- Phone
- Mail

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

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.

Members may tell their treatment provider that they would like to submit a grievance. The staff or facility's representative will write and submit the grievance to QMS.

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

The California Board of Behavioral Sciences (BBS) also provides the additional method for the public 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, beneficiaries 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. To file a complaint, contact QMS by telephone, mail, or in person.

Complaints regarding Residential Adult Alcoholism or Drug Abuse Recovery or Treatment Facilities and Alcohol and other Drug (AOD) counselor complaints may be made by contacting the Substance Use Disorder (SUD) Compliance Division of the California Department of Health Care Services (DHCS) by telephone toll free at (877) 685-8333. The Complaint Form is available and may be submitted online at the following link: <https://www.dhcs.ca.gov/individuals/Pages/Sud-Complaints.aspx>



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