

Reporting Concerns

Any person receiving services or the parent / guardian of the person receiving services can file a complaint or grievance with the health care provider, managed care plan, or the agency.

We want you to share your concerns with us. We will keep your concerns private and review them promptly. This helps us to improve our services.

Steps to Take:

- Discuss your concern with your health care provider or case manager.
- If you are not able to discuss the concern with your health care provider or case manager, you can call or ask at the reception area for help.
- If you do not feel you got the help you needed, contact the Program Manager or one of the managers listed in this brochure.
- If you file a complaint with us you can expect someone to contact you in about five business days.

Things to Know:

- If you do not want to discuss your concern in person or by phone, you can mail or drop off a written concern to Benton County Health Services.
- A Consumer Concern form is available. You can get one from any staff member.
- You can submit a complaint without using the Consumer Concern form. Include the date of your concern, what your concern is, and how we can contact you for follow-up.
- You can also submit any concern without identifying yourself. However, it will be harder for us to resolve.
- You are welcome to ask someone you trust to represent you in any part of this process. To protect your privacy, we need written consent from you to talk with this person.
- You may ask any staff member you are comfortable with to help you. They will contact a member of the Health Services Management team if needed.

Expedited Complaint Process:

- If you think your concern cannot wait for the regular review process because you believe your health is at risk, you can ask for an expedited review process.
- You should provide a statement that you are asking for an expedited complaint process. Explain the urgency of the issue and what may happen to you if the process is not expedited.
- We will respond within 48 hours
- If you do not agree with our decision you may file an appeal within 10 days.

Right to Appeal

- Individuals and their guardians have the right to appeal. Appeals must be submitted within 10 days.
- The Director will provide a written response within 10 days.
- If you are not satisfied you may file a second appeal within 10 days

Compliance Manager
541-766-6273

**Health Systems Improvement
Manager**
541-766-6373

Additional Action

- For those on the Oregon Health Plan, if you wish to file your complaint directly with the IHN-CCO complaint line or you are not satisfied with our response, you may call 541-768-4550.
- To appeal a decision to the Benton County Board of Commissioners, you can file a discrimination complaint with the Human Resources Manager at 541-766-6081.
- If you are a member of the Oregon Health Plan, you can contact your managed care plan. If you do not have a managed care plan, you can contact your case worker. However, if you still need assistance, you can call the Oregon Health Plan Ombudsperson Office at 1-877-642-0450, TTY 711.
- Mental Health clients can ask for a hearing with the State by filling out an Administrative Hearing Request (AFS 443), available from Benton County Mental Health, your Mental Health Plan, or the Mental Health and Developmental Disability Services Division at 1-503-945-9700.
- Complaints may also be filed with:
Office for Civil Rights
U.S. Dept. of Health & Human Services
2201 Sixth Avenue - Mail Stop RX-11
Seattle, WA 98121-1831
Phone: 1-800-368-1019
TDD: 1-800-537-7697

Help & Support

Community Mental Health Programs

541-766-6835

Oregon Health Division

1-503-945-5763

Centers for Disease Control

1-404-639-3311

National Alliance for the Mentally Ill Helpline

1-800-950-NAMI (6264)

Oregon Advocacy Center

1-503-243-2081

1-800-452-1694

Office of Consumer Technical Assistance

1-888-790-9379

Arc of Benton County

1-541-753-1711

Benton County Mental Health Crisis Line

1-888-232-7192

IHN Coordinated Care Organization

541-768-4550

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Client Complaint and Grievance Process



Benton County Health Services
530 NW 27th Street
P.O. Box 579
Corvallis, OR 97339-0579
541-766-6835
TTY: 1-800-735-2900
www.co.benton.or.us/health