**Grievance Process Notice**

Oregon Health Authority, Health Systems Division: Behavioral Health Services

**Grievances and Appeals (OAR 309-019-0215)**

Any individual or parent or guardian receiving services from PeaceHealth Behavioral Health, may file a grievance with

the provider (PeaceHealth), the individual’s managed care plan (Trillium) or the Health Systems Division.

**The Provider’s grievance policy shall:**

* Notify each individual or guardian of grievance procedures by reviewing a written copy of the policy upon entry;
* Assist individuals and parents or guardians to understand and complete the grievance process and notify them of the results and the reason for the decision;
* Encourage and facilitate resolution of the grievance at the lowest possible level;
* Complete an investigation of any grievance within 30 calendar days;
* Implement a procedure for accepting, processing and responding to grievances with specific timelines for each;
* Designate a program staff individual to receive and process the grievance;
* Document any action taken on a substantiated grievance within a timely manner and;
* Document receipt, investigation and action taken in response to the grievance.

**Grievance Process Notice**:

The Provider shall post a **Grievance Process Notice** posted in a common area stating the telephone number of:

* The Health Systems Division… 503-945-5772
* Disability Rights Oregon…800-452-1694
* The applicable Care Coordinated Organization (Trillium Behavioral Health)... 541-485-2155
* The Governor’s Advocacy Office…503-945-6904

**Expedited Grievances**:

In circumstances where the matter of the grievance is likely to cause harm to the individual before the grievance procedures are completed, the individual, or guardian of the individual may request an expedited review. The program administrator must review and respond in writing to the grievance within 48 hours of receipt of the grievance. The written response must include information about the appeal process.

**Retaliation**:

A grievant, witness or staff member of the Provider will not be subject to retaliation by the Provider for making a report or being interviewed about a grievance or being a witness. Retaliation may include, but is not limited to, dismissal or harassment, reduction in services, wages or benefits, or basing service or a performance review on the action.

**Immunity**:

The grievant is immune from any civil or criminal liability with respect to the making or content of a grievance made in good faith.

**Appeals**:

Individuals and their legal guardians may appeal entry, transfer and grievance decisions as follows:

* If the individual or guardian is not satisfied with the decision, the individual or guardian may file an appeal in writing within ten working days of the date of the Program Administrator’s response to the grievance or notification of denial for services as applicable. The appeal must be submitted to the Division.
* If requested, program staff shall be available to assist the individual.
* The Division shall provide a written response within ten working days of the receipt of the appeal, and
* If the individual or guardian is not satisfied with the appeal decision, they may file a second appeal in writing within ten working days of the date of the written response to the Division Director.

**Statutory/Other Authority**: ORS 161.390, 413.042, 430.256 & 430.640
**Statutes/Other Implemented:** 430.254 – 430.640, 430.850 – 430.955, 743A.168, ORS 161.390 -161.400, 179.505, 428.205 – 428.270, 430.010 & 430.205 -430.210