

Mental Health Services Division
Annual Medi-Cal Beneficiary Grievance and Appeal Report

Annual Beneficiary Grievance & Appeal Report FY 17/18

CATEGORY	PROCESS				GRIEVANCE DISPOSITION			APPEAL DISPOSITION			EXPEDITED APPEAL DISPOSITION		
	Grievance	Exempt Grievances	Appeal	Expedited Appeal	Grievances Pending as of June 30	Resolved	Referred	Appeals Pending as of June 30	Decision Upheld	Decision Overturned	Expedited Appeals Pending as of June 30	Decision Upheld	Decision Overturned
APPEALS RESULTING FROM NOTICE OF ADVERSE BENEFIT DETERMINATION (NOABD) & NOTICE OF ACTION (NOA)													
Denial Notice (Formerly NOA A)			2	0				0	2	0	0	0	0
Payment Denial Notice (Formerly NOA C)			0	0				0	0	0	0	0	0
Delivery System Notice			0	0				0	0	0	0	0	0
Modification Notice			0	0				0	0	0	0	0	0
Termination Notice			0	0				0	0	0	0	0	0
Authorization Delay Notice			0	0				0	0	0	0	0	0
Timely Access Notice (Formerly NOA E)			0	0				0	0	0	0	0	0
Financial Liability Notice			0	0				0	0	0	0	0	0
Grievance and Appeal Timely Resolution Notice (Formerly NOA D)			0	0				0	0	0	0	0	0
Notice of Action - B (NOA B)			2	0				0	2	0	0	0	0
TOTAL	N/A	N/A	4	0	N/A	N/A	N/A	0	4	0	0	0	0
ACCESS													
Service not available	0	0			0	0	0						
Service not accessible	0	0			0	0	0						
Timeliness of services	0	0			0	0	0						
24/7 Toll-free access line	2	0			0	2	0						
Linguistic services	0	0			0	0	0						
Other access issues	1	0			0	1	0						
TOTAL	3	0	N/A	N/A	0	3	0	N/A	N/A	N/A	N/A	N/A	N/A
QUALITY OF CARE													
Staff behavior concerns	28	0			1	28	0						
Treatment issues or concerns	35	0				35	0						
Medication concern	29	0				29	0						
Cultural appropriateness	1	0				1	0						
Other quality of care issues	8	0				8	0						
TOTAL	101	0	N/A	N/A	1	101	0	N/A	N/A	N/A	N/A	N/A	N/A
CHANGE OF PROVIDER	1	0	N/A	N/A	0	1	0	N/A	N/A	N/A	N/A	N/A	N/A
CONFIDENTIALITY CONCERN	2	0	N/A	N/A	0	2	0	N/A	N/A	N/A	N/A	N/A	N/A
OTHER													
Financial	0	0				0	0						
Lost property	0	0				0	0						
Operational	1	0				1	0						
Patients' rights	0	0				0	0						
Peer behaviors	0	0				0	0						
Physical environment	0	0				0	0						
Other grievance not listed above	0	0				0	0						
TOTAL	1	0	N/A	N/A	0	1	0	N/A	N/A	N/A	N/A	N/A	N/A

Mental Health Services Division
Annual Medi-Cal Beneficiary Grievance and Appeal Report

GRAND TOTALS	108	0	4	0	1	108	0	0	4	0	0	0	0
---------------------	-----	---	---	---	---	-----	---	---	---	---	---	---	---