

Who is eligible to receive Mental Health Ombuds Services?

Clark ♦ Cowlitz ♦ Skamania

Medicaid / Low Income

You are eligible for Ombuds services if you are eligible to receive public mental health services and are a resident of Clark, Cowlitz or Skamania County, Washington.

If you have concerns about services you are receiving, think that your rights have been violated, or if you do not agree with a decision that denies services, contact your Ombuds for an appointment.

Tim Krueger BA, MS

(360) 414-0237 or 1 (866) 731-7403
M – F 8:00 a.m. to 10:00 a.m.



Melanie Maiorino, BA, MS, EdD.

(360) 397-8470 or 1 (866) 666-5070
M T TH 11:30 a.m. – 1:30 p.m.

Tim Krueger, *Mental Health Ombuds for*

Cowlitz County and Clark County:

- *Children's Home Society*
- *Columbia River Mental Health Services*
- *Crisis Services*
- *Elahan Place*
- *Family Solution*
- *Lifeline Connections*
- *Lower Columbia Mental Health Services*
- *Lutheran Community Services NW*
- *The Children's Center*

Call (360) 414-0237 or 1(866) 731-7403



Melanie Maiorino: *Mental Health Ombuds for*

Clark County and Skamania County:

- *ADAPT*
- *Catholic Community Services*
- *Community Services Northwest*
- *Consumer Voices are Born (CVAB)*
- *Cowlitz Indian Tribe*
- *Sea Mar*
- *Skamania Public Mental Health Center*
- *Station 2*
- *TeleCare*
- *Val Ogden Center*

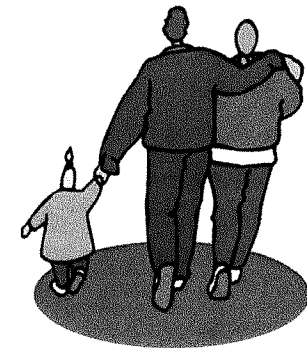
Call (360) 397-8470 or 1 (866) 666-5070



Administrative Fair Hearings Requests call (360) 690-7189

For Assistance call (360) 397-8470

Mental Health Ombuds Services for Children and Adults



SWBH Southwest Washington Behavioral Health

What does a Mental Health Ombuds Do?

- * **Helps express client concerns or issues with mental health services.**
- * **Provides support for grievance resolution.**
- * **Helps Medicaid enrollees with the appeal process if mental health services are terminated or denied by SWBH Regional Support Network.**
- * **Provides support during Administrative Fair Hearing process.**
- * **Provides reports and recommendations to public mental health system about quality improvement opportunities.**
- * **Provides education on Consumer Rights**

The Grievance Process

A **Grievance** is defined as dissatisfaction with services as expressed by an enrollee or authorized representative. Concerns expressed by family or community members can still be investigated and resolved but only a person with “standing” may file a grievance.

Types of grievance

A **level 1** grievance is filed with the agency. You may work with the Ombuds to write a letter that clearly states the issue(s) and the desired outcome(s) or you can express the grievance orally to the agency or Ombuds. The agency must acknowledge the grievance orally in one day or in writing within 5 business days. The agency must send a letter of resolution within 90 days. If the individual is not satisfied with the resolution, the case is not considered resolved. The grievance can be taken to the Southwest Washington Behavioral Health Regional Support Network and the 90 day timeline continues.

A **level 2** grievance is filed with the Southwest Washington Behavioral Health Regional Support Network (SWBH-RSN). The grievance is resolved when the RSN makes a decision regardless of whether the individual is satisfied. The RSN and the Ombuds work together to provide quality services, meet individual needs and preferences and to resolve differences and problems. When the grievance cannot be resolved to satisfaction a State hearing may be requested by the individual.

Fair Hearings are rare and should only be requested when all other attempts have been unsuccessful.

An **Appeal** is a written request for the SW Washington Behavioral Health Regional Support Network to review a denial or termination of service to a Medicaid enrollee. Call SWBH – RSN at (360) 397-8222.

How do I express my concern?

- * It's a good idea to first try to resolve your concerns with the person directly involved before you try other things. Explain your concern. Let the person know what would work better for you. Be clear about your issues and be clear about what an acceptable solution will be. Try to find some ways to reach an agreement that will satisfy both you and the other person.
- * Call the agency or SW Washington Behavioral Health Regional Support Network and tell them you want to file grievance.
- * If you are not happy with the outcome or you want a response in writing, put your grievance in writing and send it to the agency or the SWBH – RSN.



You may request assistance from a Mental Health Ombuds at any point in the grievance process.