



San Joaquin County Behavioral Health Services  
**Problem Resolution Process**  
Quality Management and Improvement Office  
1212 N. California Street  
Stockton, CA 95202

If you are receiving services with San Joaquin County Behavioral Health Services and have Medi-Cal and wish to file a grievance, a standard appeal, or an expedited appeal (see definitions below), you may fill out a form for that purpose, tell a staff member, write a letter, or call the **Problem Resolution Line**.

Clients with or without Medi-Cal that are being served by San Joaquin County Behavioral Health Services can let us know about a suggestion, concern, or compliment. You may fill out one of the forms below, tell a staff member, write a letter, or call the **Problem Resolution Line at 209-468-9393**.

**Problem Resolution Line**

Phone: (209)-468-9393

Toll Free Number:

(866) 468-9393

TTY: 1-866-735-2922

Fax: (209) 468-8485

1. **Grievance**— an expression of dissatisfaction about any matter other than an Adverse Benefit Determination. Grievance can be written or verbal and filed with any staff member or called in to the Problem Resolution line.
2. **Mental Health Service Act (MHSA):** A MHSA issue is defined as any expression of dissatisfaction about applicable matters related to the MHSA. MHSA Issues will follow San Joaquin County Behavioral health Problem Resolution Policy for beneficiary issue resolution.
3. **Resolution:** Grievances or MHSA issues are sought to be resolved within 30 days of receipt, in some instances Grievances or MHSA issues may be resolved after the 30 day timeline.
4. **Appeal**—A request for review of an Adverse Benefit Determination. An appeal must be filed within 60 calendar days from the date on the Notice of Adverse Benefit Determination (NOABD).
5. **Adverse Benefit Determination**—is defined to mean any of the following actions taken by SJCBS:
  - The denial or limited authorization of a requested service, including determinations based on the type or level of service, medical necessity, appropriateness, setting, or effectiveness of a covered benefit;
  - The reduction, suspension, or termination of a previously authorized service;
  - The denial, in whole or in part, of payment for a service;
  - The failure to provide services in a timely manner;
  - The failure to act within the required timeframes for standard resolution of grievances and appeals; or
  - The denial of a beneficiary's request to dispute financial liability.
6. **Standard Appeals** are to resolved within 30 calendar day of when the appeal was received.
7. **Expedited Appeal**—An expedited appeal can be filed if taking time for a standard resolution could seriously jeopardize your mental health or substance use disorder condition and or your ability to attain, maintain, or regain maximum function. Expedited Appeals are to be resolved within 72 hours from the appeal request.

If you have exhausted the Appeal Process you can ask for a State Hearing by phone, electronically, or in writing:

**By phone:** Call 1-800-952-5253. If you cannot speak or hear well, please call TTY/TDD 1-800-952-8349.

**Electronically:** You may request a State Hearing online. Please visit the California Department of Social Services' website to complete the electronic form: <https://secure.dss.cahwnet.gov/shd/pubintake/cdssrequest.aspx>

**In writing:** Fill out a State Hearing form or send a letter to:

California Department of Social Services  
State Hearings Division  
P.O. Box 944243, Mail Station 9-17-37  
Sacramento, CA 94244-2430

Be sure to include your name, address, telephone number, Date of Birth, and the reason you want a State Hearing. If someone is helping you ask for a State Hearing, add their name, address, and telephone number to the form or letter. Interpreting services will be provided to you for free.

- You will find forms by the suggestion boxes, they are addressed to San Joaquin County Behavioral Health Services Quality Assessment & Performance Improvement Office, or
- You can use any type of letter paper.
- If you prefer you can write to us at **1212 N. California St, Stockton CA, 95202**
- If you prefer, you can ask a staff member here at San Joaquin County Behavioral Health Services to write for you.

**Free Interpreting Services For SJCBS Clients.**