



# County of Fresno

DEPARTMENT OF BEHAVIORAL HEALTH  
SUSAN L. HOLT  
DIRECTOR OF BEHAVIORAL HEALTH  
PUBLIC GUARDIAN

## Notice to Public: Grievance/Complaint Process

Persons served (Medi-Cal Beneficiaries) have the right to file a grievance or complaint regarding the services provided and/or encounters with a substance use disorder (SUD) services provider within the Fresno County Drug Medi-Cal Organized Delivery System (DMC-ODS) plan. When possible, an attempt must first be made to address and resolve complaints with the provider. If an acceptable solution is not found, the person served has the right to file a grievance/complaint with the State of California, Department of Health Care Services – Substance Use Disorder Services.

The County of Fresno grievance/complaint form may be obtained from one of the following listed below:

- The provider
- online at <https://www.co.fresno.ca.us/departments/behavioral-health/home/for-providers/consumer-and-provider-downloads>
- Fresno County Department of Behavioral Health Plan Administration Division  
P.O. Box 45003  
Fresno, CA 93718-9886

Once the form is completed, it should be submitted to the following:

- Fresno County Department of Behavioral Health Plan Administration Division  
P.O. Box 45003  
Fresno, CA 93718-9886

Complaints regarding Residential Adult Alcoholism or Drug Abuse Recovery or Treatment Facilities and Alcohol and other Drug (AOD) counselor complaints may be made by contacting the Substance Use Disorder (SUD) Compliance Division of the State of California, Department of Health Care Services using one of the following:

- Telephone toll free at (877) 685-8333
- The Complaint Form is available and may be submitted online:  
<http://www.dhcs.ca.gov/individuals/Pages/Sud-Complaints.aspx>
- Department of Health Care Services  
Substance Use Disorder Compliance Division  
P.O. Box 997413, MS 2601  
Sacramento, CA 95899-7413