



County of Fresno

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

Daim Ntawv Qhia Rau Pej Xeem: Yog Muaj Kev Tib Yuav Ua Li Cas Notice to Public: Grievance/Complaint Process

Cov neeg tau (Medi-Cal) uas muaj kev quav yeeb tshuaj (substance use disorder-SUD) muaj cai ua daim ntawv tib txog cov kev pab uas nws tau txais los ntawm cov neeg muab kev pab (providers) uas ua hauj lwm rau Fresno County Drug Medi-Cal Organized Delivery System (DMC-ODS). Yog ua tau, thaum koj mus ntsib tus neeg muab kev pab thawj zaug, koj twb tham thiab daws qhov teeb meem nrog tus neeg muab kev pab ntawd tag lawm. Yog tham tag tsis mus tsis los, koj muaj cai ua daim ntawv tib xa rau pem hauv paus loj- State of California, Department of Health Care Services-Substance Use Disorder Services.

Lub **nrog** County of Fresno daim ntawv (form) tib no muaj nyob raws li cov chaw hauv qab no:

- Tom tus neeg muab kev pab (The provider)
- Nyob hauv 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

Thaum ua daim ntawv tag lawm, xa mus rau qhov chaw hauv qab no:

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

Yog tib txog cov kws qhia (counselor) nyob tom tsev txiav dej cawv (Residential Adult Alcoholism) los yog cov nyob tom tsev txiav yeeb tshuaj (Drug Abuse Recovery or Treatment Facilities and Alcohol and other Drug (AOD) yuav tau ua mus rau/hu rau cov koom haum muaj npe thiab xov tooj li hauv qab no: Substance Use Disorder (SUD) Compliance Division of the State of California, Department of Health Care Services.

- Hu dawb rau tus xov tooj (877) 685-8333
- Muaj daim ntawv tib nyob ntawm no thiab yog ua tag lawm xa online rau: <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