

FILING A GRIEVANCE

Grievances can be filed verbally or in writing to the Quality Management Unit. You can also offer additional information at any time during the grievance process. You may obtain a grievance form at <http://www.countyofnapa.org/hhsa/ads/> OR at ADS Access.

The Quality Management Unit will send you a letter letting you know that your grievance was received.

For questions or help in filing a grievance or appeal, please call:

707-253-4076

Information and forms can be found at: <http://www.countyofnapa.org/hhsa/ads/>

We will review your grievance and provide a written response to you or your authorized representative within **60 calendar** days of receipt.

2751 Napa Valley Corporate Dr.

Napa CA. 94558

707-253-4063 or

(855) 753-5247

Se Habla Español



A Tradition of Stewardship
A Commitment to Service



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A Commitment to Service

Napa County HHS Alcohol & Drug Services (ADS)

GRIEVANCE/APPEAL PROCESS

Napa County Health & Human Services Alcohol & Drug Services clients have rights, including the right to report issues about the services they receive.

Return completed form to the ADS receptionist, or mail to:

ADS Building A
2751 Napa Valley Corporate Dr.
Napa CA. 94558

Appeal: 707-253-4063
Grievance: 707-253-4076

*Hearing impaired: Dial 711 to speak with
the Access Team for assistance.*

Napa County Health & Recovery Services Alcohol & Drug Services (ADS)

Napa County is committed to finding solutions to the issues you may face when receiving services from ADS. As a client of ADS you are encouraged (but not required) to discuss issues about your services with your provider. If you remain unhappy with the services you receive, you have the right to file a grievance.

You will not be discriminated against or treated unfairly for filing a grievance, appeal, or expedited appeal. Members will continue to receive services during the grievance process.

FILING AN APPEAL

Clients with Medi-Cal have the right to file an appeal if services are denied, modified, terminated, unreasonably delayed, or if ADS does not act within State-mandated timelines for the resolution of appeals.

Appeals can be filed verbally or in writing. A verbal appeal must be followed by a written request from you or your authorized representative. You can obtain an appeal form at <http://www.countyofnapa.org/hhsa/ads/> OR at ADS Access.

Standard Appeal

Your appeal will be examined, and a written response will be provided to you or your authorized representative within **45 calendar** days of receipt.

Expedited Appeal

You or your Authorized Representative has the right to file an expedited appeal. If you or your Authorized Representative decides that a standard appeal could seriously endanger your life, health or ability to attain, maintain, or regain maximum function, an expedited appeal may be requested and granted.

Your expedited appeal will be examined and a written response will be provided to you or your authorized representative no later than **3 business** days after receipt.

Clients with Medi-Cal have the right to request a State Fair Hearing. If you are unhappy with the ADS response to an appeal or have received a Notice of Action, you may request a State Fair Hearing.

You must file the request within **120 calendar** days of the ADS decision.

If you file for a State Fair Hearing within **10 calendar** days of receiving the Notice of Action (NOABD your existing level of services may continue while you await the results of the hearing.

To request a State Fair Hearing, contact the State Fair Hearing Division in Sacramento at:

State Hearing Division

P.O. Box 944243, Mail Station 19-37
Sacramento, CA 94244-2530 Phone:

1-800-952-5253