



## Drug Medi-Cal Organized Delivery System Grievance/Complaint Filing Methods for Medi-Cal Beneficiaries

All Beneficiaries have the right to file a grievance or complaint regarding the services provided and/or encounters with a provider within the Orange County Drug Medi-Cal Organized Delivery System (DMC-ODS). This includes all services at all levels of care through the Orange County DMC-ODS

How can I file a grievance/complaint about a provider?

- In person
- Phone
- Mail

Beneficiaries may file a grievance at the location they are receiving services by filling out a Grievance or Appeal Form located in the program's lobby or other conspicuous location. The Grievance or Appeal Form is accompanied by a self-addressed envelope for the sender to mail to Authority and Quality Improvement Services at their convenience. The beneficiary may also provide this form to any staff member, and they can provide assistance with the filing process.

Beneficiaries may call Authority and Quality Improvement Services at (866) 308-3074 or TTD (866) 308-3073 and speak with a person who will accept and submit the grievance/complaint

Beneficiaries may tell their treatment provider that they would like to submit a grievance. The staff or facility's representative will write and submit the grievance to AQIS

If a beneficiary or participant believes a person, agency, or program violated their health information privacy rights or someone else's, they may contact the Office of Compliance. Beneficiaries and participants may call the Office of Compliance at (714) 568-5614 to report an issue or fill out the complaint form at the following link: <https://www.ochealthinfo.com/about/candp/privacy/complaint>

The California Board of Behavioral Sciences (BBS) also provides the additional method for the public to file a complaint pertaining to Licensed or Registered providers with the BBS:

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of marriage and family therapists, licensed education psychologists, clinical social workers, or professional clinical counselors. You may contact the board online at [www.bbs.ca.gov](http://www.bbs.ca.gov), or by calling (916) 574-7830

For complaints regarding any unlicensed or unregistered individual providing services within the scope of practice of Board licensees, beneficiaries may file a grievance or complaint with Authority and Quality Improvement Services (AQIS). AQIS of Health Care Agency (HCA) receives and responds to complaints regarding the practice of psychotherapy by any unlicensed or unregistered counselor providing services through the Orange County Drug Medi-Cal Organized Delivery System. To file a complaint, contact AQIS by telephone, mail, or in person.

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 California Department of Health Care Services (DHCS) by telephone toll free at (877) 685-8333. The Complaint Form is available and may be submitted online at the following link: <https://www.dhcs.ca.gov/individuals/Pages/Sud-Complaints.aspx>



Authority and Quality Improvement Services is located at:  
400 W. Civic Center Dr, 4<sup>th</sup> Floor, Santa Ana, CA 92701