

Notice of Appeal Resolution

If you have filed a local appeal, you will receive an answer within 30 calendar days from the day the PIHP received the request.

The PIHP may extend the resolution / notice timeframe by up to 14 calendar days if you request an extension, or if the PIHP shows to the satisfaction of the State that there is a need for additional information and how the delay is in your best interest.

If the PIHP extends the resolution / notice timeframes, the PIHP must make reasonable efforts to give you prompt oral notice of the delay, give you written notice of the reason for the decision to extend the timeframe, within two (2) calendar days and inform you about the right to file a grievance if you disagree with the decision.

If you are unhappy with the results of your appeal, you will be given the option to request a State Fair Hearing. You must request a State Fair Hearing within 120 calendar days from the date of the Notice of Resolution letter.

Customer Service

If you have questions or need help filing a grievance or an appeal related to your Community Mental Health or Substance Use Disorder services, you can contact the following toll-free customer services numbers:

In Genesee County:

Toll-Free: 1-877-346-3648

In Lapeer, Sanilac, St. Clair Counties:

Toll-Free: 1-888-225-4447

You may contact Region 10 PIHP Customer Services for additional information about the grievance and appeals process.



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Grievance & Appeal Process

Region 10 PIHP

2186 Water St.

Port Huron, MI 48060

888-225-4447

www.region10pihp.org



Your link to public services for mental health and substance use disorders in Genesee, Lapeer, Sanilac, and St. Clair Counties.

Our Promise to You

We want you to be pleased with your services. If you have a problem with Access, your Community Mental Health (CMH), or with your SUD provider, you have the right to make a complaint. We promise your complaint will be taken care of fairly and quickly. Customer Service staff are available to assist you in making your complaint.

Second Opinion

You may ask for a Second Opinion if you are:

- 1) Told you are not eligible for mental health services; or
- 2) Denied admission to a psychiatric hospital.

You can call the PIHP Customer Service line at (888) 225-4447 to ask for a second opinion. A qualified professional will look at your case to see if the decision should be changed. A decision will be made within 3 business days.

Talk About the Problem

If you are having a problem with your services, we encourage you to try to work it out with the staff member or a supervisor. If you are unable to work it out, you may file a Grievance or an Appeal.

Grievance

You may file a grievance (a complaint) either verbally or in writing, if you are unhappy about your services or are unhappy with how you are being treated. You may call the Customer Service Department at the CMH where you receive services, or you may contact the PIHP Customer Service Department (see back of this brochure for phone numbers). You will have an answer to your grievance within 90 calendar days from the date you filed your complaint.

Appeal

If you do not agree with the Adverse Benefit Determination, you have the right to file an appeal, either verbally or in writing, 60 calendar days from the date of the Adverse Benefit Determination Notice.

Notice of Adverse Benefit Determination

An Adverse Benefit Determination (ABD) is a decision that adversely impacts your claim for services. Examples of reasons for an ABD include but are not limited to:

Denial or limited authorization of a requested service;

Reduction, suspension, or termination of a previously authorized service;

Failure to make a standard Service Authorization decision with 14 calendar days after receipt of a request;

Failure to make an expedited Service Authorization decision within 72 hours after receipt of a request for expedited Service Authorization;

Failure to provide services within 14 calendar days of the start date agreed upon during the person-centered planning and as authorized by the PIHP;

Failure of the PIHP to resolve standard appeals and provide notice within 30 calendar days from the date of a request for a standard appeal;

Failure of the PIHP to resolve expedited appeals and provide notice within 72 hours from the date of a request for an expedited appeal;

You will receive a written notice advising you of the decision and your appeal rights including a State Fair Hearing.