**Grievance/Appeal Resolution**

**NOTICE OF ADVERSE BENEFIT DETERMINATION**

**About Your Treatment Request**

*Date*

*Beneficiary’s Name* *Treating Provider’s Name*

*Address* *Address*

*City, State Zip* *City, State Zip*

**RE:** *Service requested*

Our records show that you filed a *grievance or appeal* with *San Mateo County Behavioral Health and Recovery Services (BHRS) or Name of Provider* on *date filed.* Unfortunately, BHRSdid not finish reviewing the *grievance or appeal* within the required timeline.

We apologize for the delay in processing your *grievance or appeal*. We are working on it and will provide youwith a decision assoon as possible.

You may appeal this decision. The enclosed “Your Rights” information notice tells you how. It also tells you where you can get help with your appeal. This also means free legal help. You are encouraged to send with your appeal any information or documents that could help your appeal. The enclosed “Your Rights” information notice provides timelines you must follow when requesting an appeal.

The Quality Management Department can help you with any questions you have about this notice. For help, you may call Quality Management Monday through Friday, 8am to 5pm PST, at (650) 573-3431. If you have trouble speaking or hearing, please call 711 or the California Relay Service at (800) 855-7100, available 24 hours a day, 7 days a week for help.

If you need this notice and/or other documents from BHRS in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact BHRS by calling (800) 388-5189.

If BHRS does not help you to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-888-452-8609.

This notice does not affect any of your other Medi-Cal services.

*Signature Block*

Enclosed: “Your Rights”

*Enclose notice with each letter*