



Department of County Human Services

## **MULTNOMAH COUNTY OREGON**

Mental Health and Addiction Services Division  
Verity Integrated Behavioral Healthcare Systems

421 SW Oak, Suite 520  
Portland, Oregon 97204  
503-988-5887 phone  
503-988-3137 fax  
TDD 503-988-3598

### **Appeal Process**

An OHP member may file an Appeal of the Notice of Action **either in writing or verbally**. An OHP Member Representative, with the OHP Member's written consent, can also file an appeal. The Appeal with Verity must be filed **WITHIN 45 DAYS** of the date you received the Notice of Action. A written Appeal must follow a verbal request. A verbal Appeal will be reviewed immediately if you have an urgent problem and you request an expedited process.

There are three ways to get an appeal form:

- Call Charmaine Kinney, at 503-988-5464, ext 24424
- Get an appeal form at all outpatient clinics
- Get form on Verity's website  
<http://www.co.multnomah.or.us/dchs/mhas/consumer.shtml>

Fill out the form completely. If you need help filling it out, you can call Charmaine and she will assist you. Sign the form, and mail it to the address at the bottom of the form. Please include a copy of the NOTICE OF ACTION form. You will get a decision about your Appeal within 16 calendar days of when your appeal was received.

If you have an urgent problem, you can request an Expedited Appeal. You must call **WITHIN 48 HOURS** of receiving a notice of action. Contact Charmaine Kinney at 503-988-5464, ext 24424 to request the Appeal. The Medical Director will review why this could be an urgent request. If the Medical Director decides that this is an urgent problem, you will get a decision within two working days of when your appeal was received.

### **Hearing Rights**

OHP Members or OHP Member Representatives have the right to file a State Fair Hearing based on the enclosed Notice of Action you received. To get a hearing you must request one **WITHIN 45 DAYS** date of the date of the Notice of Action. You may ask for a hearing in two ways:

- Contacting the Oregon Health Plan directly at 1-800-699-9075. If you call OHP directly, stay on the line and wait to speak to a representative
- Call your local Department of Human Services (DHS) to have a form sent to you

Either way, you will need to write your request for a hearing, but the case will open the day you call. After filling out the form, send it to the address on the form. Please include a copy of the NOTICE OF ACTION form.

The hearing decision will be made within 45 days of your request. At the hearing, you can explain why you do not agree with the decision made in your case.

If you feel you have an urgent medical problem that cannot wait for a regular hearing you can ask for an "Expedited Fair Hearing". The OMAP Medical Director will review pertinent records and any explanation you present for consideration. The Medical Director has the authority to decide if the problem cannot wait for the regular hearing process. The decision will be made within two working days.