

# Health Department

---

## Mental Health and Addictions Services Division

### **APPEAL PROCESS**

If a mental health or substance use service is denied, an OHP Member may file an Appeal either verbally or in writing. An OHP Member Representative, with the Member's written consent, can also file an Appeal. The Appeal must be filed within 60 days of the date of the Notice of Action or Notice of Adverse Benefit Determination. A written Appeal must follow a verbal request, unless there is an urgent problem and an expedited process is requested. The Appeal form is included with the Notice.

If you need help filling out the Appeal form you can call the Grievance & Appeal line at 503-988-8600 for staff assistance. A decision will be made about the Appeal within 14 calendar days of when the Appeal was received.

If the problem is urgent, and an expedited process is requested, the Medical Director will review it. If the Medical Director decides that this is an urgent problem, a decision will be made within 72 hours of when the Appeal was received.

### **HEARING RIGHTS**

OHP Members and Member Representatives have the right to request an Administrative Hearing following an Appeal. A Hearing must be requested within 120 days of the Notice. A Hearing Request form is included with the Appeal response. If you need help filling out the form you can call the Grievance & Appeal line at 503-988-8600 and staff will assist you.

If the problem is urgent and cannot wait for a regular hearing, an expedited process can be requested. The OHA Medical Director will review the information and decide if the problem cannot wait for the regular Hearing process.