

Role of the Behavioral Healthcare Ombuds

The Behavioral healthcare Ombuds can provide many services, including:

- ◇ Support you in expressing concerns with behavioral health services.
- ◇ Provide support through the grievance resolution process.
- ◇ Assist Medicaid Enrollees and non-Medicaid individuals who are funded by the SCR BH (ASO) whose services have been terminated or denied by an MCO or SCR BH (ASO) behavioral health provider.
- ◇ Provide support through the Administrative Hearing Process.
- ◇ Provides reports and recommendations the Behavioral Health Advisory Board.
- ◇ Provide education on individual's rights.

You can request assistance from the Behavioral Healthcare Ombuds at any point in the grievance, appeal, or administrative hearing process.



The Spokane County Housing and Community Development Department (CSHCD), Spokane County Regional Behavioral Health (SCR BH) (Administrative Services Organization (ASO)).

Contact Us

Behavioral Healthcare Ombuds

312 W. 8th Avenue

Spokane, WA 99204

P: 509-477-4666

Toll Free: 1-866-814-3409

SCRBHOmbuds@spokanecounty.org

Monday-Friday (except holidays)

8:00am- 5:00pm

Ombuds services also include access to free aids and services whose primary language is not English. If you need interpreter series to communicate with Ombuds, please call: 1-509-477-4570 or Toll-Free at: 1-877-304-7183, or TDD/TTY: 711

Behavioral Healthcare Ombuds

The Behavioral Healthcare Ombuds services are available for individuals residing in Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens Counties. These services are provided to individuals who are receiving, or have received behavioral health services funded by the Washington State Apple Health Plan, Managed Care Organizations and/or the Spokane County Regional Behavioral Health (Administrative Services Organization).



What is a Mental Health Advance Directive?

A mental health advance directive is a plan – a plan that you make for how you want to be treated when you are in a crisis. You can plan who you want to help you through the crisis and what sort of treatment you want and do not want.

- ◇ You can make better decisions NOW about what you want to happen later, when you are in crisis.
- ◇ Your choices will be considered.
- ◇ You take responsibility for planning your own treatment.
- ◇ You communicate your preferences and choices.
- ◇ You can appoint an agent who will advocate for you.
- ◇ You can give alternatives to hospitalization.
- ◇ You can arrange for care of your money, home, pets, children, and other matters.
- ◇ You can say what medication and treatment you want and do not want while you are in the hospital. You can say what works, does not work, and what harms you.
- ◇ Your advance directive may shorten the time you are in crisis.

For additional information or if you would like assistance completing a Mental Health Advance Directive, please contact your Behavioral Health Ombuds at (509) 477-4666 or Toll-Free at 1-866-814-3409.

Support Assist Advocate

Who is eligible to receive Behavioral Healthcare Ombuds Services?

You are eligible for Behavioral Healthcare Ombuds Services if you are receiving, or have received behavioral health services funded by the Washington Apple Health Plan, Managed Care Organizations (MCOs) or the SCRBH (ASO). To be eligible for services, you must also be resident of Adams, Ferry, Lincoln, Pend Oreille, Spokane, or Stevens County.

If you have questions or concerns about the services you are receiving and think that your rights may have been violated, please contact the Behavioral Healthcare Ombuds for assistance. You may also contact the Behavioral Healthcare Ombuds if you do not agree with a decision that denies you services.

The Grievance Process

What is a grievance?

- ◇ A grievance is an expression of dissatisfaction about any matter other than that of an action that changes or denies you behavioral health services.
- ◇ Possible reasons for grievances can include; quality of care of services provided, aspects of interpersonal relationships (example: rudeness from a provider or employee) and/or a failure to respect an individual's rights.

The Apple Health Plan Managed Care Organization (MCO) or the Spokane County Regional Behavioral Health (Administrative Services Organization) must acknowledge your grievance and advise the individual about the outcome of their decision.

The individual can work with the Behavioral Healthcare Ombuds to help clearly state the issue(s) and desired outcome(s). The individual can also express concerns orally to the provider with the assistance of the Ombuds.