

Department of Health Care Services - Mental Health Services Division
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Statewide Summary
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		80	3	80	1	2
NOTICE OF ACTION - B		28	0	25	0	3
NOTICE OF ACTION - C		5	0	5	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		1	0	1	0	0
ALL OTHER ACTIONS		6	4	9	1	0
TOTAL	N/A	120	7	120	2	5
ACCESS						
SERVICE NOT AVAILABLE	23			20	0	3
SERVICE NOT ACCESSIBLE	59			55	2	2
TIMELINESS OF SERVICES	147			140	2	5
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	2			2	0	0
OTHER ACCESS ISSUES	115			106	7	2
TOTAL	346	N/A	N/A	323	11	12
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	688			655	8	25
TREATMENT ISSUES OR CONCERNS	313			285	5	23
MEDICATION CONCERN	239			220	1	18
CULTURAL APPROPRIATENESS	19			18	1	0
OTHER QUALITY OF CARE ISSUES	145			127	3	15
TOTAL	1404	N/A	N/A	1305	18	81
CHANGE OF PROVIDER	266	N/A	N/A	262	0	4
CONFIDENTIALITY CONCERN	59	N/A	N/A	49	6	4
OTHER						
FINANCIAL	66			64	1	1
LOST PROPERTY	38			38	0	0
OPERATIONAL	75			74	0	1
PATIENTS' RIGHTS	96			87	4	5
PEER BEHAVIORS	38			33	0	5
PHYSICAL ENVIRONMENT	35			33	1	1
OTHER GRIEVANCE NOT LISTED ABOVE	157			142	4	11
TOTAL	505	N/A	N/A	471	10	24
GRAND TOTALS*	2580	120	7	2530	47	130

The Annual Beneficiary Grievance and Appeal Report Statewide Summary includes aggregate and county-specific totals of grievances, appeals, and expedited appeals, and their dispositions, by category. The workbook has a separate tab for the source data reported by each Mental Health Plan (MHP) that are used to compile the Statewide Summary.

*County-specific detail (individual tabs) is omitted for counties with populations under 20,000 people in accordance with public aggregate reporting requirements, however the data for these counties are included in the Statewide Summary report totals.

Alameda County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		4	0	4	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	4	0	4	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	2			0	2	0
TIMELINESS OF SERVICES	5			5	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	7			7	0	0
TOTAL	14	N/A	N/A	12	2	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	29			26	2	1
TREATMENT ISSUES OR CONCERNS	22			20	1	1
MEDICATION CONCERN	13			11	1	1
CULTURAL APPROPRIATENESS	3			3	0	0
OTHER QUALITY OF CARE ISSUES	6			6	0	0
TOTAL	73	N/A	N/A	66	4	3
CHANGE OF PROVIDER	8	N/A	N/A	7	0	1
CONFIDENTIALITY CONCERN	3	N/A	N/A	2	1	0
OTHER						
FINANCIAL	11			10	0	1
LOST PROPERTY	1			1	0	0
OPERATIONAL	8			7	0	1
PATIENTS' RIGHTS	3			3	0	0
PEER BEHAVIORS	1			1	0	0
PHYSICAL ENVIRONMENT	3			3	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	27	N/A	N/A	25	0	2
GRAND TOTALS	125	4	0	116	7	6

Amador County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		1	0	1	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	2			2	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	2			1	0	1
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	5			4	0	1
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	8	N/A	N/A	6	0	2
CHANGE OF PROVIDER	6	N/A	N/A	6	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	16	0	0	14	0	2

Butte County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	9			9	0	0
TREATMENT ISSUES OR CONCERNS	4			4	0	0
MEDICATION CONCERN	3			3	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	17	N/A	N/A	17	0	0
CHANGE OF PROVIDER	4	N/A	N/A	4	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	1			1	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
GRAND TOTALS	23	1	0	24	0	0

Calaveras County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	3			3	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	1			1	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	4	N/A	N/A	4	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	5	0	0	5	0	0

Colusa County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	1			1	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	4	0	0	4	0	0

Contra Costa County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	1			1	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	7			7	0	0
TREATMENT ISSUES OR CONCERNS	1			1	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	8	N/A	N/A	8	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	3			3	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	1			1	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	4	N/A	N/A	4	0	0
GRAND TOTALS	14	0	0	14	0	0

Del Norte County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		1	0	1	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	0			0	0	0
TREATMENT ISSUES OR CONCERNS	6			6	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	6	N/A	N/A	6	0	0
CHANGE OF PROVIDER	22	N/A	N/A	22	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	29	1	0	30	0	0

El Dorado County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		2	1	3	0	0
NOTICE OF ACTION - B		1	0	1	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	3	1	4	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	5			5	0	0
TREATMENT ISSUES OR CONCERNS	3			3	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	8	N/A	N/A	8	0	0
CHANGE OF PROVIDER	15	N/A	N/A	15	0	
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	2			0	0	2
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	2			2	0	0
TOTAL	4	N/A	N/A	2	0	2
GRAND TOTALS	28	3	1	30	0	2

Fresno County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	24			24	0	0
TREATMENT ISSUES OR CONCERNS	9			9	0	0
MEDICATION CONCERN	7			7	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	41	N/A	N/A	41	0	0
CHANGE OF PROVIDER	14	N/A	N/A	13	0	1
CONFIDENTIALITY CONCERN	4	N/A	N/A	4	0	0
OTHER						
FINANCIAL	1			1	0	0
LOST PROPERTY	2			2	0	0
OPERATIONAL	3			3	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	6	N/A	N/A	6	0	0
GRAND TOTALS	65	0	0	64	0	1

Glenn County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	1			1	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	2	0	0	2	0	0

Humboldt County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		2	0	2	0	0
TOTAL	N/A	2	0	2	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	4			4	0	0
TIMELINESS OF SERVICES	3			3	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	8	N/A	N/A	8	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	17			17	0	0
TREATMENT ISSUES OR CONCERNS	7			7	0	0
MEDICATION CONCERN	4			4	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	5			5	0	0
TOTAL	33	N/A	N/A	33	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	12			12	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	2			2	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	4			4	0	0
TOTAL	18	N/A	N/A	18	0	0
GRAND TOTALS	60	2	0	62	0	0

Imperial County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	4			4	0	0
TREATMENT ISSUES OR CONCERNS	1			1	0	0
MEDICATION CONCERN	1			1	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	6	N/A	N/A	6	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	8			8	0	0
PEER BEHAVIORS	1			1	0	0
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	3			2	0	1
TOTAL	13	N/A	N/A	12	0	1
GRAND TOTALS	21	0	0	20	0	1

Kern County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		2	0	2	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		2	1	3	0	0
TOTAL	N/A	4	1	5	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	4			4	0	0
TIMELINESS OF SERVICES	12			12	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	16	N/A	N/A	16	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	25			25	0	0
TREATMENT ISSUES OR CONCERNS	26			26	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	53	N/A	N/A	53	0	0
CHANGE OF PROVIDER	44	N/A	N/A	44	0	0
CONFIDENTIALITY CONCERN	3	N/A	N/A	3	0	0
OTHER						
FINANCIAL	5			5	0	0
LOST PROPERTY	1			1	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	2			2	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	9	N/A	N/A	9	0	0
GRAND TOTALS	125	4	1	130	0	0

Kings County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		1	0	1	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	1			1	0	0
TREATMENT ISSUES OR CONCERNS	3			3	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	4	N/A	N/A	4	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	6	1	0	7	0	0

Lake County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	6			6	0	0
TREATMENT ISSUES OR CONCERNS	1			1	0	0
MEDICATION CONCERN	3			3	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	2			2	0	0
TOTAL	12	N/A	N/A	12	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	1			1	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
GRAND TOTALS	17	0	0	17	0	0

Lassen County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A	0	0	0	0	0	0
NOTICE OF ACTION - B	0	0	0	0	0	0
NOTICE OF ACTION - C	0	0	0	0	0	0
NOTICE OF ACTION - D	0	0	0	0	0	0
NOTICE OF ACTION - E	0	0	0	0	0	0
ALL OTHER ACTIONS	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	1			1	0	0
TREATMENT ISSUES OR CONCERNS	1			1	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	2	N/A	N/A	2	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	1	N/A	N/A	1	0	0
GRAND TOTALS	3	0	0	3	0	0

Los Angeles County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		1	0	1	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	2	0	2	0	0
ACCESS						
SERVICE NOT AVAILABLE	2			2	0	0
SERVICE NOT ACCESSIBLE	6			5	0	1
TIMELINESS OF SERVICES	2			2	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	11	N/A	N/A	10	0	1
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	67			61	0	6
TREATMENT ISSUES OR CONCERNS	56			43	0	13
MEDICATION CONCERN	27			20	0	7
CULTURAL APPROPRIATENESS	9			9	0	
OTHER QUALITY OF CARE ISSUES	24			16	0	8
TOTAL	183	N/A	N/A	149	0	34
CHANGE OF PROVIDER	3	N/A	N/A	3	0	0
CONFIDENTIALITY CONCERN	7	N/A	N/A	5	0	2
OTHER						
FINANCIAL	7			7	0	0
LOST PROPERTY	9			9	0	0
OPERATIONAL	9			9	0	0
PATIENTS' RIGHTS	9			6	0	3
PEER BEHAVIORS	2			2	0	0
PHYSICAL ENVIRONMENT	6			6	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	21			19	0	2
TOTAL	63	N/A	N/A	58	0	5
GRAND TOTALS	267	2	0	227	0	42

Madera County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	5			5	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	2			1	1	
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	7	N/A	N/A	6	1	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	0	1	0
OTHER						
FINANCIAL	1			1	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	2			0	1	1
TOTAL	4	N/A	N/A	2	1	1
GRAND TOTALS	13	1	0	10	3	1

Marin County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			0	1	
TOTAL	2	N/A	N/A	1	1	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	2			2	0	0
TREATMENT ISSUES OR CONCERNS	2			2	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	2			1	0	1
TOTAL	6	N/A	N/A	5	0	1
CHANGE OF PROVIDER	2	N/A	N/A	2	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	0	1	0
OTHER						
FINANCIAL	7			7	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			0	1	0
TOTAL	8	N/A	N/A	7	1	0
GRAND TOTALS	19	0	0	15	3	1

Mendocino County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	2			0	0	2
SERVICE NOT ACCESSIBLE	2			2	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	4			3	0	1
TOTAL	9	N/A	N/A	6	0	3
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	6			6	0	0
TREATMENT ISSUES OR CONCERNS	2			2	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	4			3	0	1
TOTAL	14	N/A	N/A	13	0	1
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	3	N/A	N/A	2	0	1
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	1			0	0	1
PEER BEHAVIORS	1			1	0	0
PHYSICAL ENVIRONMENT	1			0	1	0
OTHER GRIEVANCE NOT LISTED ABOVE	5			2	0	3
TOTAL	8	N/A	N/A	3	1	4
GRAND TOTALS	34	0	0	24	1	9

Merced County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	19			19	0	0
TREATMENT ISSUES OR CONCERNS	5			5	0	0
MEDICATION CONCERN	7			7	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	32	N/A	N/A	32	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	1			1	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	5			5	0	0
PATIENTS' RIGHTS	4			4	0	0
PEER BEHAVIORS	4			4	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	14	N/A	N/A	14	0	0
GRAND TOTALS	49	1	0	50	0	0

Monterey County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	7			7	0	0
TREATMENT ISSUES OR CONCERNS	4			3	1	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	1			1	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	14	N/A	N/A	13	1	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	15	0	0	14	1	0

Napa County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	5			5	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	5	N/A	N/A	5	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	7	0	0	7	0	0

Nevada County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	0	0	1
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	0	0	1
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	2			2	0	0
TREATMENT ISSUES OR CONCERNS	3			3	0	0
MEDICATION CONCERN	1			1	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	6	N/A	N/A	6	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	1			0	1	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	1			1	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	2			2	0	0
TOTAL	4	N/A	N/A	3	1	0
GRAND TOTALS	11	1	0	10	1	1

Orange County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	2			2	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	2			2	0	0
TOTAL	5	N/A	N/A	5	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	112			112	0	0
TREATMENT ISSUES OR CONCERNS	12			12	0	0
MEDICATION CONCERN	24			24	0	0
CULTURAL APPROPRIATENESS	1			1	0	0
OTHER QUALITY OF CARE ISSUES	23			23	0	0
TOTAL	172	N/A	N/A	172	0	0
CHANGE OF PROVIDER	5	N/A	N/A	5	0	0
CONFIDENTIALITY CONCERN	4	N/A	N/A	4	0	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	12			12	0	0
OPERATIONAL	16			16	0	0
PATIENTS' RIGHTS	34			34	0	0
PEER BEHAVIORS	11			11	0	0
PHYSICAL ENVIRONMENT	4			4	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	18			18	0	0
TOTAL	97	N/A	N/A	97	0	0
GRAND TOTALS	283	1	0	284	0	0

Placer-Sierra County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	2			2	0	0
TOTAL	3	N/A	N/A	3	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	1			1	0	0
TREATMENT ISSUES OR CONCERNS	1			1	0	0
MEDICATION CONCERN	1			1	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	4	N/A	N/A	4	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	1			1	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			0	1	0
TOTAL	2	N/A	N/A	1	1	0
GRAND TOTALS	9	0	0	8	1	0

Riverside County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	0	0	1
NOTICE OF ACTION - B		16	0	13	0	3
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	17	0	13	0	4
ACCESS						
SERVICE NOT AVAILABLE	2			2	0	0
SERVICE NOT ACCESSIBLE	3			2	0	1
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	6	N/A	N/A	5	0	1
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	23			21	0	2
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	4			2	0	2
TOTAL	29	N/A	N/A	25	0	4
CHANGE OF PROVIDER	2	N/A	N/A	2	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	2			2	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	6			6	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	10	N/A	N/A	10	0	0
GRAND TOTALS	47	17	0	55	0	9

Sacramento County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	3	3	0	0
TOTAL	N/A	1	3	4	0	0
ACCESS						
SERVICE NOT AVAILABLE	2			1	0	1
SERVICE NOT ACCESSIBLE	10			10	0	0
TIMELINESS OF SERVICES	91			88	0	3
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	51			48	3	0
TOTAL	154	N/A	N/A	147	3	4
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	12			10	0	2
TREATMENT ISSUES OR CONCERNS	40			37	0	3
MEDICATION CONCERN	31			29	0	2
CULTURAL APPROPRIATENESS	1			1	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	84	N/A	N/A	77	0	7
CHANGE OF PROVIDER	56	N/A	N/A	55	0	1
CONFIDENTIALITY CONCERN	4	N/A	N/A	4	0	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	65			64	0	1
TOTAL	67	N/A	N/A	66	0	1
GRAND TOTALS	365	1	3	353	3	13

San Benito County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	1			1	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	4	0	0	4	0	0

San Bernardino County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		1	0	0	1	0
TOTAL	N/A	1	0	0	1	0
ACCESS						
SERVICE NOT AVAILABLE	6			6	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	7			4	2	1
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	14			13	1	0
TOTAL	27	N/A	N/A	23	3	1
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	31			18	6	7
TREATMENT ISSUES OR CONCERNS	7			7	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	10			7	2	1
TOTAL	50	N/A	N/A	34	8	8
CHANGE OF PROVIDER	1	N/A	N/A	0	0	1
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	2			0	2	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	5			1	1	3
TOTAL	9	N/A	N/A	3	3	3
GRAND TOTALS	88	1	0	61	15	13

San Diego County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		3	0	3	0	0
NOTICE OF ACTION - B		3	0	3	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	6	0	6	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	2			2	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	8			8	0	0
TOTAL	10	N/A	N/A	10	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	13			13	0	0
TREATMENT ISSUES OR CONCERNS	7			7	0	0
MEDICATION CONCERN	18			17	0	1
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	18			18	0	0
TOTAL	56	N/A	N/A	55	0	1
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	2	N/A	N/A	2	0	0
OTHER						
FINANCIAL	5			5	0	0
LOST PROPERTY	2			2	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	11			11	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	3			3	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	3			3	0	0
TOTAL	24	N/A	N/A	24	0	0
GRAND TOTALS	92	6	0	97	0	1

San Francisco County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		1	0	1	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	2	0	2	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	2			1	0	1
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	3			3	0	0
TOTAL	6	N/A	N/A	5	0	1
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	13			11	0	2
TREATMENT ISSUES OR CONCERNS	4			2	0	2
MEDICATION CONCERN	9			6	0	3
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			0	0	1
TOTAL	27	N/A	N/A	19	0	8
CHANGE OF PROVIDER	2	N/A	N/A	2	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	4			4	0	0
PATIENTS' RIGHTS	6			6	0	0
PEER BEHAVIORS	4			4	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	2			2	0	0
TOTAL	18	N/A	N/A	18	0	0
GRAND TOTALS	54	2	0	47	0	9

San Joaquin County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	2			2	0	0
TIMELINESS OF SERVICES	4			4	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	6	N/A	N/A	6	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	30			29	0	1
TREATMENT ISSUES OR CONCERNS	21			21	0	0
MEDICATION CONCERN	8			8	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	3			3	0	0
TOTAL	62	N/A	N/A	61	0	1
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	3			3	0	0
LOST PROPERTY	4			4	0	0
OPERATIONAL	1			1	0	0
PATIENTS' RIGHTS	2			2	0	0
PEER BEHAVIORS	2			2	0	0
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	8			8	0	0
TOTAL	21	N/A	N/A	21	0	0
GRAND TOTALS	90	0	0	89	0	1

San Luis Obispo County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		6	0	6	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	6	0	6	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	36			36	0	0
TREATMENT ISSUES OR CONCERNS	3			3	0	0
MEDICATION CONCERN	7			7	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	46	N/A	N/A	46	0	0
CHANGE OF PROVIDER	10	N/A	N/A	10	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	1			1	0	0
PEER BEHAVIORS	2			2	0	0
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	5	N/A	N/A	5	0	0
GRAND TOTALS	61	6	0	67	0	0

San Mateo County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	3	N/A	N/A	3	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	13			13	0	0
TREATMENT ISSUES OR CONCERNS	4			3	0	1
MEDICATION CONCERN	5			5	0	0
CULTURAL APPROPRIATENESS	1			1	0	0
OTHER QUALITY OF CARE ISSUES	2			2	0	0
TOTAL	25	N/A	N/A	24	0	1
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	2	N/A	N/A	2	0	0
OTHER						
FINANCIAL	1			1	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	4			4	0	0
PATIENTS' RIGHTS	1			1	0	0
PEER BEHAVIORS	2			2	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	8	N/A	N/A	8	0	0
GRAND TOTALS	38	0	0	37	0	1

Santa Barbara County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		1	0	1	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	2	0	2	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	15			15	0	0
TREATMENT ISSUES OR CONCERNS	6			6	0	0
MEDICATION CONCERN	5			5	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	27	N/A	N/A	27	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	2			2	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	1			1	0	0
PEER BEHAVIORS	2			2	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	5	N/A	N/A	5	0	0
GRAND TOTALS	34	2	0	36	0	0

Santa Clara County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	8			8	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	4			4	0	0
TOTAL	13	N/A	N/A	13	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	9			9	0	0
TREATMENT ISSUES OR CONCERNS	8			5	3	0
MEDICATION CONCERN	6			6	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	23	N/A	N/A	20	3	0
CHANGE OF PROVIDER	15	N/A	N/A	15	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	0	1	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	3			3	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	7	N/A	N/A	7	0	0
GRAND TOTALS	59	0	0	55	4	0

Santa Cruz County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	9			9	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	7			7	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	17	N/A	N/A	17	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	5	N/A	N/A	5	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	2			2	0	0
TOTAL	2	N/A	N/A	2	0	0
GRAND TOTALS	26	1	0	27	0	0

Shasta County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		1	0	1	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	0			0	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	4			4	0	0
CULTURAL APPROPRIATENESS	0				0	0
OTHER QUALITY OF CARE ISSUES	2			2	0	0
TOTAL	6	N/A	N/A	6	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	2			0	2	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	2	N/A	N/A	0	2	0
GRAND TOTALS	9	1	0	8	2	0

Siskiyou County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		4	0	4	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	4	0	4	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	0			0	0	0
TREATMENT ISSUES OR CONCERNS	3			3	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	4			4	0	0
TOTAL	9	N/A	N/A	9	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
GRAND TOTALS	11	4	0	15	0	0

Solano County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		4		4	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	4	0	4	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	7			7	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	1			1	0	0
OTHER ACCESS ISSUES	1			0	0	1
TOTAL	10	N/A	N/A	9	0	1
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	45			44	0	1
TREATMENT ISSUES OR CONCERNS	13			12	0	1
MEDICATION CONCERN	7			6	0	1
CULTURAL APPROPRIATENESS	1			1	0	0
OTHER QUALITY OF CARE ISSUES	13			13	0	0
TOTAL	79	N/A	N/A	76	0	3
CHANGE OF PROVIDER	18	N/A	N/A	18	0	0
CONFIDENTIALITY CONCERN	3	N/A	N/A	0	2	1
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	1			0	0	1
OTHER GRIEVANCE NOT LISTED ABOVE	4			4	0	0
TOTAL	5	N/A	N/A	4	0	1
GRAND TOTALS	115	4	0	111	2	6

Sonoma County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	2			2	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	5	N/A	N/A	5	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	5			5	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	1			1	0	0
TOTAL	8	N/A	N/A	8	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	2			2	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	1			1	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	4	N/A	N/A	4	0	0
GRAND TOTALS	17	0	0	17	0	0

Stanislaus County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	1			1	0	0
SERVICE NOT ACCESSIBLE	1			1	0	0
TIMELINESS OF SERVICES	2			2	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	4	N/A	N/A	4	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	18			18	0	0
TREATMENT ISSUES OR CONCERNS	3			3	0	0
MEDICATION CONCERN	1			1	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	22	N/A	N/A	22	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	2			2	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	3			3	0	0
PATIENTS' RIGHTS	3			2	0	1
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	2			2	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	10	N/A	N/A	9	0	1
GRAND TOTALS	36	0	0	35	0	1

Sutter-Yuba County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	2			2	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	6			6	0	0
TREATMENT ISSUES OR CONCERNS	1			1	0	0
MEDICATION CONCERN	6			4	0	2
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	2			2	0	0
TOTAL	15	N/A	N/A	13	0	2
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	1			1	0	0
LOST PROPERTY	2			2	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	4	N/A	N/A	4	0	0
GRAND TOTALS	22	0	0	20	0	2

Tehama County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A	0	0	0	0	0	0
NOTICE OF ACTION - B	0	0	0	0	0	0
NOTICE OF ACTION - C	0	0	0	0	0	0
NOTICE OF ACTION - D	0	0	0	0	0	0
NOTICE OF ACTION - E	0	0	0	0	0	0
ALL OTHER ACTIONS	0	0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	1	N/A	N/A	1	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	7			7	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	0			0	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	7	N/A	N/A	7	0	0
CHANGE OF PROVIDER	1	N/A	N/A	1	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	1			1	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	1	N/A	N/A	1	0	0
GRAND TOTALS	10	0	0	10	0	0

Tulare County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of July 30
ACTIONS						
NOTICE OF ACTION - A		51	2	52	1	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	51	2	52	1	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	0	N/A	N/A	0	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	3			3	0	0
TREATMENT ISSUES OR CONCERNS	5			5	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	3			2	0	1
TOTAL	13	N/A	N/A	12	0	1
CHANGE OF PROVIDER	2	N/A	N/A	2	0	0
CONFIDENTIALITY CONCERN	1	N/A	N/A	1	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	1	N/A	N/A	1	0	0
GRAND TOTALS	17	51	2	68	1	1

Tuolumne County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	2			2	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	0			0	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	14			14	0	0
TREATMENT ISSUES OR CONCERNS	0			0	0	0
MEDICATION CONCERN	2			2	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	16	N/A	N/A	16	0	0
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	2	N/A	N/A	2	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	3			3	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	3	N/A	N/A	3	0	0
GRAND TOTALS	23	0	0	23	0	0

Ventura County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		0	0	0	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	0	0	0	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	1			1	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	1			1	0	0
TOTAL	2	N/A	N/A	2	0	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	6			5	0	1
TREATMENT ISSUES OR CONCERNS	8			7	0	1
MEDICATION CONCERN	4			4	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	3			2	1	0
TOTAL	21	N/A	N/A	18	1	2
CHANGE OF PROVIDER	0	N/A	N/A	0	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	4			4	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	1			1	0	0
PATIENTS' RIGHTS	0			0	0	0
PEER BEHAVIORS	0			0	0	0
PHYSICAL ENVIRONMENT	0			0	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	1			1	0	0
TOTAL	6	N/A	N/A	6	0	0
GRAND TOTALS	29	0	0	26	1	2

Yolo County Mental Health Plan
Annual Medi-Cal Beneficiary Grievance and Appeal Report
Fiscal Year 2015-16

CATEGORY	PROCESS			DISPOSITION		
	GRIEVANCE	APPEAL	EXPEDITED APPEAL	COMPLETED	REFERRED OUT	PENDING as of June 30
ACTIONS						
NOTICE OF ACTION - A		1	0	1	0	0
NOTICE OF ACTION - B		0	0	0	0	0
NOTICE OF ACTION - C		0	0	0	0	0
NOTICE OF ACTION - D		0	0	0	0	0
NOTICE OF ACTION - E		0	0	0	0	0
ALL OTHER ACTIONS		0	0	0	0	0
TOTAL	N/A	1	0	1	0	0
ACCESS						
SERVICE NOT AVAILABLE	0			0	0	0
SERVICE NOT ACCESSIBLE	0			0	0	0
TIMELINESS OF SERVICES	0			0	0	0
24/7 TOLL-FREE ACCESS LINE	0			0	0	0
LINGUISTIC SERVICES	0			0	0	0
OTHER ACCESS ISSUES	2			0	2	0
TOTAL	2	N/A	N/A	0	2	0
QUALITY OF CARE						
STAFF BEHAVIOR CONCERNS	13			12	0	1
TREATMENT ISSUES OR CONCERNS	9			9	0	0
MEDICATION CONCERN	4			4	0	0
CULTURAL APPROPRIATENESS	0			0	0	0
OTHER QUALITY OF CARE ISSUES	0			0	0	0
TOTAL	26	N/A	N/A	25	0	1
CHANGE OF PROVIDER	4	N/A	N/A	4	0	0
CONFIDENTIALITY CONCERN	0	N/A	N/A	0	0	0
OTHER						
FINANCIAL	0			0	0	0
LOST PROPERTY	0			0	0	0
OPERATIONAL	0			0	0	0
PATIENTS' RIGHTS	2			2	0	0
PEER BEHAVIORS	3			0	0	3
PHYSICAL ENVIRONMENT	1			1	0	0
OTHER GRIEVANCE NOT LISTED ABOVE	0			0	0	0
TOTAL	6	N/A	N/A	3	0	3
GRAND TOTALS	38	1	0	33	2	4