



Ventura County Behavioral Health (VCBH)

Appeal/Expedited Form

You may complete the Appeal Form for any of the actions as described below and mail it in the addressed envelope provided or you may call the Quality Management Dept. at 1-888-567-2122.

CLIENT INFORMATION

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Name: \_\_\_\_\_
Date of Birth: \_\_\_\_\_ Gender: \_\_\_\_\_ Preferred Language: \_\_\_\_\_
Address: \_\_\_\_\_
Contact #: \_\_\_\_\_ Clinic or Provider: \_\_\_\_\_
Are you using an Authorized Representative? [ ] No [ ] Yes If yes, their name: \_\_\_\_\_
Authorized Representative phone & address: \_\_\_\_\_

NOTICE OF ACTION

Did you receive a Notice of Adverse Benefit Determination (NOABD)? [ ] No [ ] Yes
Did you receive a NOABD as defined as one of the following? [ ] No [ ] Yes

- 1. A denial, modification, reduction or termination of a provider's requested payment authorization of a specialty mental health or substance use treatment services covered by the Mental Health/DMC-ODS Plan.
2. A determination that the medical necessity criteria has not been met and therefore you are not entitled to any specialty mental health or substance use treatment services.
3. A failure to provide a specialty mental health or substance use treatment service within the time frame for delivery of the service established by the Mental Health/DMC-ODS Plan.
4. A failure to act within the time frames for resolution of Grievances, Appeals, or the Expedited Appeals.

IF YES, ARE THERE ANY OTHER CONSIDERATIONS YOU WOULD LIKE US TO REVIEW?

[Empty box for additional considerations]

You will receive a written Acknowledgment of Receipt after VCBH has received this form. If more information is needed, you or your authorized representative may be called on the contact phone number you have provided. You or your representative will receive a written Notice of Appeal Resolution within 30 days. You may file an Expedited Appeal if you think that waiting up to 30 days for a Standard Appeal decision will jeopardize your life, health or ability to maintain, or regain maximum function.

Do you think that waiting up to 30 days for a Standard Appeal decision will jeopardize your life, health or ability to maintain, or regain maximum function and are you requesting an Expedited Appeal? [ ] No [ ] Yes

VCBH will resolve your Expedited Appeal within 72 hours from the receipt of the Expedited Appeal, if VCBH agrees your appeal meets the requirement for an Expedited Appeal. For more information, please review Ventura County Mental Health Plan Beneficiary Handbook or Ventura County Drug Medi-Cal Organized Delivery System (DMC-ODS) Member Handbook on the "Notice of Problem Resolution Processes."

Signature \_\_\_\_\_ Printed Name \_\_\_\_\_ [ ] Parent/Guardian

YOUR RIGHTS AS A MEDI-CAL BENEFICIARY

As a Medi-Cal beneficiary, you have the right:

- To authorize another person to act on your behalf
To select a provider as your representative in the appeal process
To identify a staff person or other individual to assist you with the Grievance or Appeal
To not be subject to discrimination or any other penalty for filing a Grievance or Appeal
To identify a staff person or other individual to provide information regarding the status of your Grievance or Appeal
To file a Grievance or Appeal orally
To examine your case file including medical records and any other document considered during the appeal process.