



## **Grievances/Requests for Investigation for a Serious Mental Illness (SMI) Reason**

*This information can also be found in your Member Handbook on pages 59-60. Information on State Fair Hearings can be found on page 65.*

The SMI Grievance/Request for Investigation process applies only to adult persons who have been determined to have a serious mental illness and to any behavioral health services received by the member.

You can file a Grievance/Request for Investigation if you feel:

- Your rights have been violated.
- You have been abused or mistreated by staff of a provider.
- You have been subjected to a dangerous, illegal, or inhuman treatment environment.

You have 12 months from the time that the rights violation happened to file an SMI Grievance/Request for Investigation having to do with any behavioral services that you received. You may file a Grievance/ Request for Investigation orally or in writing. Grievance/Request for Investigation forms are available at UnitedHealthcare Community Plan and providers of behavioral health services. You may ask staff for help in filing your grievance.

Contact Member Services at 1-800-293-3740, TTY 711 or your Case Manager to make your oral or written Grievance/Request for Investigation.

To file a written Grievance/Request for Investigation directly, mail to:

UnitedHealthcare Community Plan  
Attn: Grievance and Appeals  
1 East Washington, Suite 900  
Phoenix, AZ 85004

Grievances concerning physical abuse, sexual abuse or a person's death are investigated by AHCCCS. To file an oral or written grievance concerning physical abuse, sexual abuse or a person's death, contact AHCCCS Office of Grievance and Appeals, 701 E. Jefferson St., MD6200, Phoenix, AZ 85034, or call 602-364-4575, or fax 602-364-4591. Deaf or hard-of-hearing individuals may call the Arizona Relay Service at 711 or 1-800-367-8939 for help contacting AHCCCS.



AHCCCS will send you a letter within 5 days of getting your Grievance/Request for Investigation. This letter will tell you how your Grievance/Request for Investigation will be handled.

If there will be an investigation, the letter will tell you the name of the investigator. The investigator will contact you to hear more about your Grievance/Request for Investigation. The investigator will then contact the person that you feel was responsible for violating your rights. The investigator will also gather any other information they need to determine if your rights were violated.

Within 35 days of an investigator being assigned, unless an extension has been asked for, you will get a written decision of the findings, conclusions and recommendations of the investigation. You will also be told if you have the right to appeal the decision if you do not agree with the conclusions of the investigation.

If you file a Grievance/Request for Investigation, the quality of your care will not suffer.