

What if My Child's Behavioral Health Rehabilitative Services (BHRS) Are Not Authorized by Value Behavioral Health-PA?

Brought to you by Value Behavioral Health-PA

If your child's **recommended services (prescribed by an evaluator)** are not completely approved, you have a right to file a grievance. A **grievance** is a process to follow if you do not agree with a VBH-PA Peer Advisor decision that a service or amount of service that was prescribed for your child is not medically necessary or another level of care is more appropriate.

How will I know if VBH-PA does not completely approve a service?

VBH-PA will send you a letter stating they did not approve the services as requested by your child's evaluator/prescriber. The letter will tell you what services have been approved and what services are not approved.

Under what circumstances can I file a grievance?

You can file a grievance if VBH-PA does any one of the following:

- **Denies** a service
- Approves **less** service than what was requested
- Approves a **different** service from the one that was requested

Are there timeframes I need to follow to file a grievance?

Yes. You have **45 days** from the date you receive the denial letter to file a grievance.

Can my child continue to get the level of service he or she was previously getting during the grievance process?

Yes. If services are still prescribed, your child may continue to receive what was authorized in the previous plan of care (Continuation Rights) while proceeding with the grievance process. For this to happen, you must file your grievance request **within 10 calendar days** from the date on the denial letter. (This date is also shown in bold type on the first page of your letter: "This decision will take effect on xx/xx/xxxx.") The services can continue at the previously authorized level until a decision is made about the grievance you filed. The letters you receive from VBH-PA will tell you more about how to continue receiving services.

Do continuation rights apply for initial requests for service?

No. Continuation rights do not apply for initial requests for services; however, your child may begin the services that were recommended by VBH-PA peer review, while going through the grievance process.

How do I file a grievance?

There are three ways you can file a grievance:

1. You can call the **toll-free number** on your VBH-PA Member Card or in the VBH-PA Member Handbook and talk with a VBH-PA staff person. Staff are available to take your grievance 24 hours a day/7 days a week.
2. You may write a letter to VBH-PA at:
VBH-PA
520 Pleasant Valley Road
Trafford, PA 15085
Attention: Grievances
3. Your provider can file a grievance for you. You must give your provider permission in writing to do so. If your provider files one for you, you **cannot** file a separate grievance on your own.

Who can help me with the grievance process?

If you need help, a staff member of VBH-PA will help you. This person can also **assist** you during the process. You may also have a family member, friend, lawyer, or other person help you file a grievance. This person can also help you if you decide you want to appear at the grievance review. You may also call VBH-PA's toll free number for your county, your area Legal Aid Office or the Pennsylvania Health Law Project. These phone numbers can be found in your VBH-PA Member Handbook.

Visit Value Behavioral Health-PA today:
www.vbh-pa.com

What happens after I file a grievance?

VBH-PA will send you a letter to let you know your grievance request was received. The letter will tell you about the **first level grievance** process. You may ask VBH-PA to see any information they have about your grievance. You may also send VBH-PA additional information that may help with your grievance.

Can I be a part of the first level grievance process?

Yes. The letter from VBH-PA will explain how you can be a part of the process. You can come to our offices or be included by phone.

Who makes the decision about the first level grievance?

A committee of one or more VBH-PA staff, including a doctor or licensed psychologist, who have not been involved in the issue you filed a grievance about.

What do I do if I do not like VBH-PA's decision?

If you are not happy with VBH-PA's first level grievance decision, you may file a second level grievance with VBH-PA.

When should I file a second level grievance?

You must file your second level grievance within 45 days of the date on the first level grievance decision letter. Use the same address or phone number you used for the first level grievance. **REMEMBER**, if you file a second level grievance within 10 days of the date on the decision letter, continuation rights may still apply.

How can I learn more about the grievance processes and what to do if I don't agree with the decision made about my grievance?

You may call and request a copy of the brochure, *How Do I Get Help With A Health Choices Grievance?* This brochure is also available on the VBH-PA website under "Parent Toolkit" or under the county section. More details including Expedited Grievances and DPW Fair Hearings can also be found in your HealthChoices Member Handbook. If you need a Member Handbook, please contact VBH-PA.



Visit Value Behavioral Health-PA today:
www.vbh-pa.com