



Dear Member,

We would like to give you some information about your services.

Services

Services are available when you need them. Most providers are open from 8am to 5pm Monday through Friday. Providers are in many locations. Many providers are available at least two days a week at some locations. If you have emergency, services are available 24 hours a day/7 days a week. Ask your provider about the hours their services are available.

Access to Care Standards

You should expect to receive services in a timely manner. If you have an emergency, you can talk to someone in person within one hour or by phone within 15 minutes. A first appointment should be scheduled within 7 working days. An urgent appointment should be scheduled within 24 hours.

Grievances and Appeals

If you are unhappy with the care you receive, you can file a grievance. A grievance is also known as a complaint. To file a complaint, contact BHI at (720) 490-4400 or the Consumer Representative at a Community Mental Health Center. You have 30 days to file a complaint. A Designated Client Representative (DCR) can also help you file a grievance. We will help you resolve any concerns you may have. We will not tell anyone about your complaint. Information about appeals can be found in the Member and Family Handbook.

Our Role

BHI is responsible for managing services for Medicaid members in Adams, Arapahoe, and Douglas counties. If you need help finding services, starting services, or have complaints about your services, please let us know. We can help.

Your Member and Family Handbook has more information about these topics. If you have any questions, please contact us. More information is also available on our website: www.bhicares.org.

If you have questions about this letter, you can call BHI at the number listed on the bottom of this page.

Sincerely,

Behavioral Healthcare, Inc.

I have read and understand the information provided to me in this letter.

Member Printed Name

Member Signature

Date

If you need this document in another language, large print or recorded, please call (720) 490-4400. TTY/TTD users please call 1(855) 364-1799.
Si necesita este manual en letra grande, casete, o en otro idioma, por favor llámenos al (720) 490-4400. Si desea usar el servicio TTY/TTD, llame al 1(855) 364-1799.