



## **Jefferson Center for Mental Health Non-Medicaid Grievance Guide**

If you or the parent/guardian of a child consumer are not satisfied with your services at Jefferson Center, you have the right to file a grievance with Jefferson Center. We encourage you first to try to resolve the problem by talking with your service provider or a supervisor. However, if you wish, you may contact the Office of Consumer and Family Affairs (OCFA) directly for assistance.

Your Jefferson Center Consumer and Family Advocate is Lucy Hausner at (303) 432-5047 or (800) 201-5264. The TTY number is (303) 432-5540. Ms. Hausner's mailing address is 70 Executive Center, 4851 Independence Street, Wheat Ridge, CO 80033. You may file a grievance verbally or in writing. If you wish, you may use the attached form. Ms. Hausner will assist you in filling out the form if you need help.

Whether you file your grievance verbally or in writing, please describe the problem and the action(s) you would like Jefferson Center to take to resolve the problem. Ms. Hausner will research your grievance and notify you of her decision or the proposed resolution within fourteen (14) calendar days.

If you are not satisfied with this decision, you may appeal to the Colorado Division of Behavioral Health at (303) 866-7191, (800) 811-7648 or TDD (303) 866-7471. The fax number is (303) 866-7428 and the address is 3824 West Princeton Circle, Denver, CO 80236. Your appeal must be filed within 90 calendar days from the date of occurrence of the incident or the final resolution provided by Jefferson Center, whichever is later. The Division of Behavioral Health is your final appeal.

You may also complain directly to the Division of Behavioral Health without first filing a grievance with Jefferson Center.

### **Rights under federal Privacy Law**

If you have a complaint about your privacy rights regarding protected health information, you have a right to complain to the Jefferson Center's management by filing a complaint with Lucy Hausner, the Consumer and Family Advocate, at (303) 432-5047. You also have the right to complain to the federal Office of Civil Rights, 200 Independence Avenue, S.W., Room 509F, Washington, D.C. 20201.