

What can the Ombuds Service do for me?

- We listen to the person with the grievance
- Research the situation
- Provide you with consultation
- Assist with resources
- Serve as your advocate
- Assist you in resolving the concern at the lowest possible level

What can't the Ombuds Services do for me?

- We can not provide mental health counseling or case management services
- We can not enforce a recommendation
- We can not give legal advice
- We can not guarantee a specific outcome

What will the Ombuds need from me?

- Be specific about your issue
- Be clear about what you would like to see happen
- Maintain contact with your Ombuds Representative
- Complete the Release of Information and Authorization to Represent forms



Behavioral Health Ombuds of Pierce County

253.302.5311

1.800.531.0508

TACID.org/programs/mho



Say Hello



253.565.9000

TACID.org

6315 S 19th Street
Tacoma, WA 98466

Non-discrimination Policy

Tacoma Area Coalition for Individuals with Disabilities (TACID) does not discriminate on the basis of race, color, religion, creed, national origin, gender, age or disability in services or employment. In addition, the department does not discriminate on the basis of marital status, disabled veteran and Vietnam Era veteran's status in employment practices. Materials are available in alternate formats upon request.

**The Behavioral Health
Ombuds assists
consumers with concerns
or grievances about
behavioral health
services.**

Services are free and confidential.

253.302.5311

1.800.531.0508

TDD and Toll Free Information

**Managed and Operated
by TACID**

Tacoma Area Coalition
of Individuals with Disabilities

We strive to ensure that behavioral health consumers have their rights respected.

What is the Behavioral Ombuds Service?

It is a free service that is confidential and provided by TACID, an independent organization contracted by Optum Pierce BHO.

- A consumer directed advocacy service that investigates and supports individuals through the grievance process till resolved.
- We assist individuals with the appeal and administrative hearing processes.
- We assist with filing for Administrative Hearing
- Mandated by Washington State Laws and adheres to all State and Federal confidentiality regulations.

Who is eligible for Ombuds services?

- Any person applying for, eligible for or receiving services from a publicly-funded mental health and/or substance use providers in Pierce County.
- Family members, friends and others involved in the consumer's life may also make a complaint or express concern.
- If you have concerns about services you are receiving or you think that your rights have been violated in accordance to WAC 388-877-0600 or WAC 388-877-0680.

Information regarding the grievance process can also be found in the Washington State's Behavioral Health Benefits Book.

dshs.wa.gov/bha/division-behavioral-health-and-recovery/behavioral-health-benefits-book



What is a Grievance?

An expressed concern or dissatisfaction about a behavioral health service.

How do I express my dissatisfaction?

- You can contact the Behavioral Health Agency directly
- You can contact Ombuds services for assistance and/or
- You can contact Optum BHO

What is an Administrative Hearing?

If you have completed the grievance or appeal process, and you are not satisfied, you can request an administrative fair hearing within 90 calendar days from the date of the Notice of Resolution.

What is an appeal?

An appeal is a written request for Optum BHO to review an action.

What is an action?

- The denial or limited authorization of a requested service (type or level of service)
- The reduction, suspension, or termination of a previously authorized service
- The failure to provide services in a timely manner, as defined by the state
- The failure of a BHO or BHA to act within the grievance system time frames in the rules.

Your Rights

- Be treated with respect, dignity, and privacy
- Make a mental health advance directive that states your choices and preferences to mental health care services
- Receive age and culturally appropriate service
- Be provided a certified interpreter and translated material at no cost to you
- Be free from retaliation
- Receive care that does not discriminate against you
- Be free of any sexual exploitation or harassment
- Choose a behavioral health care provider for yourself and your child, if your child is under 18 years of age
- Participate in treatment decisions including the right to refuse treatment
- Receive a second opinion from a mental health professional in your BHO area if you disagree with your provider
- Receive medically necessary behavioral health services, consistent with access to care standards
- Have available treatment options and alternatives explained to you
- Receive an explanation of all medications prescribed and possible side effects
- Receive medically necessary behavioral health services outside of the BHO if those services cannot be provided adequately and timely with the BHO
- File a grievance with the BHO if you are not satisfied with a service
- Receive services by the Behavioral Health Ombuds office to help you in filing a grievance or appeal, or to request an administrative hearing

The rights listed above are a compilation and not a complete list of WAC 388-877-0600 Clinical --Individual rights and WAC 388-877-0680 Individual rights specific to Medicaid recipients. A complete listing can be found at apps.leg.wa.gov/wac/default.aspx?cite=388-877