



**Pascua Yaqui T/RBHA  
CENTERED SPIRIT PROGRAM  
Policy and Procedure Manual**

**Section 5.2** Member Complaints

**I. STATEMENT OF PURPOSE**

CSP serves clients who are eligible for Title XIX and Title XXI and those who are ineligible. All clients have the right to submit complaints to CSP. ADHS defines a complaint as an expression of dissatisfaction about any matter other than an action (see definition for “action”). For appeals of actions, see [Section 5.1, Notice Requirements and Appeal Process for Title XIX and Title XXI Eligible Persons](#). Possible subjects for complaints include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee or failure to respect the enrollee’s rights. Persons seeking or receiving behavioral health services should always be encouraged to resolve issues at the lowest possible level, yet it is equally important that persons understand that a formal complaint process is also available when needed. The intent of this section is to present information for behavioral health providers describing the member complaint process.

**II. REFERENCES**

The following citations can serve as additional resources for this content area:

- [42 CFR 431.200 et seq](#)
- [42 CFR 438.210](#)
- [42 CFR 438.400 et seq.](#)
- [9 A.A.C. 34, Article 2](#)

[Section 5.3 Grievances and Requests for Investigation for Persons Determined to have a Serious Mental Illness \(SMI\)](#)

[Section 5.1 Notice Requirements and Appeal Process for Title XIX and Title XXI Eligible Persons](#)

[Section 3.14 Securing Services and Prior Authorization](#)

[Section 3.6 Member Handbook](#)

**III. STANDARDS**

- CSP Utilization Review Specialist / Quality Manager coordinates communications with eligible and enrolled persons and acts as, or coordinates with advocates, behavioral health providers and others to resolve issues.
- CSP educates and notifies persons about their rights and the process for filing complaints in a manner that is understandable.



- CSP resolves complaints in an expeditious and equitable manner and with due regard for the dignity and rights of all persons.
- CSP maintains confidentiality and privacy of complaint matters and records at all times.
- CSP communicates as appropriate, timely information on matters and decisions related to the complaint to affected parties.
- CSP involves the active cooperation and participation as deemed appropriate of providers with a direct interest in the matter under review.
- CSP provides education and training to T/RBHA and provider staff regarding member rights and the complaint process.
- CSP tracks the types and volume of complaints in order to identify potential deficiencies in the delivery system for which corrective action plans can be developed.

#### IV. PROCEDURES

##### A. Complaint process

Persons enrolled in, or seeking services through, the ADHS/DBHS behavioral health system must file complaints directly with their respective T/RBHA. Member complaints are considered to be any expression by a person of dissatisfaction about any aspect of their care other than the appeal of actions.

##### Who can file a complaint?

A person enrolled in, or seeking services through the ADHS/DBHS behavioral health system and/or the person's legal or authorized representative or a provider on behalf of an enrollee at the T/RBHA's discretion may file complaints either orally or in writing.

##### Where must complaints be directed?

For oral complaints: Call CSP in:

Tucson at (520) 879-6060

Guadalupe at (480) 768-2021

To submit a written complaint mail the complaint to CSP:

Tucson: URS/Utilization Manager 7490 South Camino de Oeste,

Tucson, AZ 85746

Guadalupe: Clinical Manager 9417 South Avenida del Yaqui,

Tempe, AZ 85283



How long does CSP have to resolve a complaint?

CSP is required to dispose of each complaint and provide oral or written notice as expeditiously as the health condition requires, however, within a timeframe that does not exceed 45 days from the day the T/RBHA receives the complaint, unless an extension is in effect.

Who makes decisions regarding a complaint?

CSP must ensure that the individuals who make decisions regarding complaints are not involved in any previous level of review or decision-making. Individuals must be health care professionals (see definition) with the appropriate clinical expertise in treating the behavioral health recipient's behavioral health condition when making a decision regarding:

- A complaint related to the denial of expedited resolution of an appeal; or
- Complaints involving clinical issues.

What is the role of behavioral health providers?

CSP and contracted providers must be available to assist a person in the filing of a complaint and must not retaliate against any persons who file such complaints. Behavioral health providers are also expected to cooperate and participate as requested by CSP in the resolution of the complaints.