



IDAHO DEPARTMENT OF
HEALTH & WELFARE

To file a complaint or concern at the Regional Clinic level please call:

Region 1	Coeur d'Alene/Kellogg Sandpoint/Ponderay	208-769-1406 208-769-1406
Region 2	Grangeville Lewiston Moscow	208-983-2300 208-799-4440 208-882-0562
Region 3	Caldwell/Nampa Payette	208-459-0092 208-642-6416
Region 4	Boise/Mountain Home	208-334-0981
Region 5	Twin Falls Burley	208-732-1630 208-677-5390
Region 6	Pocatello	208-234-7900
Region 7	Idaho Falls/Rexburg/ Salmon Blackfoot	208-528-5700 208-785-5871

To file a complaint or concern at the Central Office level please call:

Telephone: Central Office Non-Emergency Line:
1-855-643-7233
208-334-6870

Address: 450 W State St. 3rd Floor
Boise, ID 83702

Email: yes@dhw.idaho.gov

Visit the website for more information:

www.yes.idaho.gov



IDAHO DEPARTMENT OF
HEALTH & WELFARE

**Division of Behavioral Health
Children's Mental Health**

*CONCERN & COMPLAINT
RESOLUTION PROCESS*

- ◆ Idaho's child serving mental health system of care respects the right of any family and youth to complain about any aspect of mental health service delivery.
- ◆ Families and youth have a right to be informed of their right to express and report their complaints to have them reviewed, investigated, and resolved promptly.
- ◆ The decision of a family and youth to file a complaint will not interfere with the quality of care and continued services.

Concern and Complaint Resolution Process

The Division of Behavioral Health provides formal and informal opportunities for families and youth to have input regarding the care they are provided.

The Division of Behavioral Health has adopted the following standards in pursuit of this goal:

- * *Caring*
- * *Competence*
- * *Communication*
- * *Convenience*

Resolving Concerns and Complaints Informally

The Division of Behavioral Health encourages resolution of concerns and or complaints informally whenever possible. If you have a concern or complaint about services you received from a State-operated Regional Clinic (see the list of clinics on the back page of this brochure) you may want to talk first to the staff or managers of the clinic where services were delivered.

A concern or complaint can be made by calling, mailing, or emailing the CMH Regional Clinic listed on the back page.

Step 1: Filing a Formal Complaint

Formal complaints can be made by telephoning, mailing, or emailing the following:

- Telephone:** Toll Free Non-Emergency Line:
1-855-643-7233
or 208-334-6870
- Address:** 450 W State St. 3rd Floor
Boise, ID 83702
- Email:** yes@dhw.idaho.gov

You will be asked to provide the following information:

1. Name
2. Contact Information (phone number, address)
3. Explanation of the Complaint
4. Are you wanting services to be continued (if applicable)?
5. How you would like the issue resolved?

The Complaint will be forwarded to a designated Complaints Committee. The goal is to ensure that complaints are addressed efficiently and effectively and that complainants have confidence that their needs and concerns will be met.

Step 2: Acknowledgment of the Complaint

All formal complaints will be responded to with an acknowledgment letter within **five** days of receiving the complaint.

Step 3: Investigating the Complaint

The Complaints Committee will review the complaint to make recommendations for a resolution. The Complaints Committee will be composed of at least three individuals, none of which would be directly involved in the complaint.

Step 4: Resolution of the Complaint

Within **30** days, following a review of the complaint, a written response will be sent to you. The response will include a summary of the investigation and findings. While transparency is the goal, when providing the findings of the complaint, consideration is given to any confidential or privacy information that may not be available for release.

Note: For complaints about Medicaid services, please call the Optum Member line at 1-855-202-0973.