



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 Central Office please contact us by:

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

Mail: 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, and to have them acknowledged, reviewed, 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 is committed to providing 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*

Complaints will be addressed quickly and at the lowest administrative level that is appropriate.

If you have a concern or complaint about services you received from a State-operated Regional Clinic you may want to talk first to the staff or managers of the clinic where services were delivered (see back page). A concern or complaint can be submitted to Central Office using one of the options listed below.

Step 1: Filing

Complaints can be submitted the following ways:

- Telephone:** Toll Free Non-Emergency Line:
1-855-643-7233
or 208-334-6870
- Mail:** 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 and relationship to youth or family
2. Contact Information (phone number, address, and email)
3. Explanation of the concern/complaint
4. Are you wanting services to be continued (if applicable)?
5. How you would like the issue resolved?

Complaints will be forwarded to the Regional Behavioral Health Program Manager or designee. The Program Manager/designee will determine how the issues identified in complaints will be handled, such as through a Complaints Committee, or other appropriate action in identifying issues and working toward resolution.

Step 2: Acknowledgment

Complaints will be responded to with either a phone call, email and/or an acknowledgment letter within **five** days of receiving the complaint.

Step 3: Review

Complaints will be reviewed to make recommendations for a resolution. A Complaints Committee is composed of at least three individuals, none of which would be directly involved in the concern/complaint. The individual who filed the complaint may be called during this time for additional information or clarification.

Step 4: Resolution

Within 30 days, following a review, a written response will be sent to you. The response will include a summary of the committee's findings, final disposition, and important information regarding appeals when applicable. 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.