

**ALCOHOL, DRUG ADDICTION AND MENTAL HEALTH SERVICES
BOARD OF CUYAHOGA COUNTY**

RESOLUTION NO. 12-10-01

**RATIFICATION OF COMPLAINT AND/OR GRIEVANCE PROCEDURE
FOR MEDICAID CONSUMERS/CLIENTS**

WHEREAS, the elevation of the administration of Medicaid to the Ohio Department of Jobs & Family Services (ODJFS) has not resulted in a change regarding the responsibility for addressing Medicaid grievances filed by consumers of mental health services or clients of alcohol and drug addiction services; and,

WHEREAS, neither the Administrative Code for the Ohio Department of Mental Health or the Ohio Department of Alcohol and Drug Addiction Services have been revised to address the issue of Medicaid complaints and/or grievances; and,

WHEREAS, the ADAMHS Board's Clients Rights and Grievance Policy is to affirmatively plan for, assure the protection of, monitor, and fully respond to complaints or grievances concerning rights, granted by statute and/or regulation, of persons applying for or receiving services contracted by the ADAMHS Board; and,

WHEREAS, the ADAMHS Board policy identifies its role in fulfilling its statutory obligations, through investigation and referral, regarding the alleged abuse and neglect of persons receiving services from those contracted by the ADAMHS Board. Additionally, the ADAMHS Board shall ensure Board compliance with all federal laws, state laws, and administrative rules and regulations regarding client rights, which include, but are not limited to, confidentiality and access to services; and,

WHEREAS, the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County (ADAMHS Board) is interested in continuing to provide this service to Medicaid and Non-Medicaid consumers and clients; and,

WHEREAS, the Planning and Oversight Committee supports this stance and recommends ratification of the current procedure to enforce procedures for compliance with confidentiality rules and for reporting abuse, neglect or discrimination of clients as stipulated in the Board's Clients Rights and Grievance Policy.

NOW, THEREFORE, BE IT RESOLVED:

1. The ADAMHS Board of Directors ratifies the procedure currently in effect for a consumer or client to file a complaint and/or grievance under the ADAMHS Board's current Clients Rights and Grievance Policy.

On the motion of David E. Biegel, Ph.D., seconded by Rev. Benjamin F. Gohlstin, Sr., the foregoing resolution was adopted.

AYES: D. Biegel, R. Blue, M. Boyle, C. Brown, E. Caraballo, S. FallCreek,
R. Folbert, R. Fowler, B. Gohlstin, P. Jones, E. Thoms, B. Tobin, M. Warr,
A. Williams

NAYS: None

ABSTAIN: None

DATE ADOPTED: October 24, 2012