



Healthy Minds LLC
9114 Philadelphia Road Suite 106
Rosedale, MD 21237
Phone: (240) 443-TALK (8255) Fax: (443) 378-8983
Email: jjacobs@hmlc.org Website: www.HMLLC.org

GRIEVANCE PROCEDURE

To safeguard against any mistreatment of a client, or any failure to provide quality care, or inaccurate accounting regarding client charges, Healthy Minds LLC has established a grievance procedure whereby the client can make his or her concern known.

If you have a complaint or concern, the grievance procedure is as follows until your issue is resolved:

1. File a Client Grievance Form and call to meet with the treating provider. This staff member has within three business days to meet with you to discuss the matter. At the end of the meeting, the treating provider will complete his/her section of the form and explain to you his/her recommendation(s) of the matter. You will be asked to sign a section of the form and select whether you agree or disagree with the recommendation(s).
 - If you agree, the grievance process ends and the resolution is implemented.
 - If you disagree, you move to the next step of the grievance procedure.
2. Meet with the Clinical Director. This staff member has within three business days to meet with you to discuss the matter. At the end of the meeting, the Clinical Director will complete his/her section of the form and explain to you his/her recommendation(s) of the matter. You will be asked to sign a section of the form and select whether you agree or disagree.
 - If you agree, the grievance process ends and the resolution is implemented.
 - If you disagree, the client moves to the next step of the grievance procedure.
3. Meet with the Medical Director. This staff member has within three business days to meet with you to discuss the matter. At the end of the meeting, the Medical Director will complete his/her section of the form and explain to you his/her recommendation(s) of the matter. You will be asked to sign a section of the form and select whether you agree or disagree.
 - If you agree, the grievance process ends and the resolution is implemented.
 - If you disagree, you move to the next step of the grievance procedure.
4. If you are not satisfied with the outcome of the meeting with the Medical Director, s/he will forward all of your complaint records and supporting documentation(s) to the Core Service Agency (CSA), Baltimore Behavioral Health System, within three (3) calendar days for their involvement and assessment. The CSA Director or staff designee will review your file and provide a recommendation to Healthy Minds, LLC. If Healthy Minds, LLC and the CSA have the same recommendation, the Medical Director will provide you with a final written response by completing a Compliant Response within two (2) calendar days. If the CSA and Healthy Minds, LLC have different recommendations “the Administration may review the complaint as indicated. Unless the individual presents a serious risk to self or others, the program shall postpone taking action until the recommendations of the CSA and the Administration have been made, if applicable (COMAR 10.21.1716, E and F).
5. If your complaint is not resolved within one month, you may appeal to the:



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Maryland Office of Administrative
Hearings
Department of Health and Mental
Health Hygiene

OR

Civil Rights Compliance Office
Department of Health and Mental
Health Hygiene

1101 Gilroy Road
Hunt Valley, MD 21031
(410) 229-4262

201 West Preston Street
Baltimore, MD 20201
(410) 767-6500

Signature of Client/Parent/Guardian

Date

Signature of Healthy Minds LLC Staff Member

Date