

**Westmoreland County Behavioral Health/Developmental Services  
Courthouse Square Extension  
40 North Pennsylvania Avenue  
Greensburg, PA 15601  
724-830-3617**

**Behavioral Health County Level Administrative Review Policy**

**Purpose**

The Westmoreland County Behavioral Health Administrative Department has established procedures to afford consumers of county funded behavioral health services the opportunity to present complaints and/or review decisions of behavioral health providers regarding reductions, denials, or terminations of those services.

**Policy**

It is the policy of Westmoreland County Behavioral Health Administration to ensure and facilitate prompt, amicable resolution of service related issues between service providers and the individuals they serve. So that all complaints, grievances and appeals are addressed in a timely and impartial manner the following process will be followed:

**County Level Administrative Review Procedure:**

*Step 1:* The individual will first file a complaint/grievance with the specific service provider(s) using the provider's identified complaint/grievance policy. The provider-specific complaint/grievance policy may differ depending on each provider but should include written documentation of the particular issue and the opportunity for a face-to-face meeting to provide resolution to the issues brought forth. If the individual is not satisfied with the outcome or proposed resolution at the provider level, a request for a County Level Administrative Review may be filed with the Westmoreland County Behavioral Health Administrator as outlined in Step 2.

*Step 2:* Notify the Westmoreland County Behavioral Health Administrator in writing by using the Request for County Level Administrative Review Form. When submitting the request form, individuals should provide supporting documentation of the provider-level complaint/grievance process including the outcome and/or proposed resolution. Other relevant documentation may also be submitted for review. Once the request form and supporting documents are received by the County BH Administrator, the following process will be implemented:

- a. An impartial facilitator will be appointed by the County BH Administrator to conduct an Administrative Review Meeting. This person will not have been previously involved in the initial provider-level complaint/grievance and will have had no involvement with the issues presented up to this point.
- b. The Administrative Review Meeting will be scheduled within fifteen (15) working days after receipt of the request form at a time and date convenient for the individual making the request.

The procedure for conducting the Administrative Review Meeting is as follows:

- i. The facilitator will explain the purpose and procedures to be used during the Administrative Review Meeting.
- ii. The individual requesting the County Level Administrative Review will be asked to present any documentation in support of their position.
- iii. The individual may be assisted and/or accompanied by anyone of their choosing during the Administrative Review Meeting.
- iv. The individual requesting the Administrative Review and any other individuals present may introduce other relevant documentation and present any other new information related to the issues being reviewed. The facilitator may ask questions of any parties present.
- v. The service provider (and any staff of their choosing) involved in the initial provider-level complaint/grievance will also be present for the Administrative Review Meeting. The service provider and their staff may introduce other relevant documentation and any other related information. These individuals may be asked questions by the consumer as well as the facilitator.
- vi. The Administrative Review Meeting will be tape recorded on behalf of the County Administrator at no expense to the individual; this recording will be maintained by the County BH Administrative Office. Either party may have the meeting transcribed at their own expense.
- vii. The Administrative Review Meeting Facilitator will present all findings to the Westmoreland County Behavioral Health Administrator for a final decision. Notice of the decision will be made in writing within ten (10) working days of the review meeting. This notice will contain a statement of the findings and reasoning for the decision. A copy of the Administrator's decision will be provided to all parties.

### **Right to Representation**

Individuals requesting assistance with the County Level Administrative Review process are entitled to select representatives of their own choosing for the purpose of providing advice, counsel and support. Any cost incurred for representation and/or assistance is solely the responsibility of the individual requesting the review.

### **Further Assistance**

If the individual initiating this request is not satisfied with the outcome of the decision of the Westmoreland County BH/DS Administrator, the resources noted below may be of assistance:

Mental Health America of Southwestern PA  
409 Coulter Avenue, Suite 4  
Greensburg, PA 15601  
724-834-6351

Office of Mental Health and  
Substance Abuse Services (OMHSAS)  
Pittsburgh Field Office  
301 Fifth Ave., Suite 480  
Pittsburgh, PA 15222-2420  
412-565-5226

Laurel Legal Services, Inc.  
306 South Pennsylvania Ave  
Greensburg, PA 15601  
724-836-2211

Pennsylvania Department of  
Public Welfare – Disability Services  
1-866-286-3636

Pennsylvania Human Relations Commission  
Pittsburgh Regional Office  
301 Fifth Avenue  
Suite 390, Piatt Place  
Pittsburgh, PA 15222  
412-565-5395

Pennsylvania Health Law Project  
415 East Ohio St., Suite 325  
Pittsburgh, PA 15212  
Helpline # 1-800-274-3258

Disability Rights Network (DRN)  
Pittsburgh Office  
429 Fourth Avenue, Suite 701  
Pittsburgh, PA 15219-1505  
412-391-5225