

ANNA M. ROTH, RN, MS, MPH  
HEALTH SERVICES DIRECTOR

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MATTHEW P. WHITE, MD  
INTERIM BEHAVIORAL HEALTH SERVICES DIRECTOR

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ALCOHOL & OTHER DRUGS SERVICES PROGRAM CHIEF



CONTRA COSTA  
BEHAVIORAL HEALTH  
ALCOHOL & OTHER DRUGS SERVICES  
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## NOTICE OF ADVERSE BENEFIT DETERMINATION About Your Treatment Request

*Date*

*Beneficiary's Name*  
*Address*  
*City, State Zip*

*Treating Provider's Name*  
*Address*  
*City, State Zip*

**RE:** *Service requested*

*Name of requestor* has asked Contra Costa County DMC-ODS Plan to approve *Service requested*. We cannot approve this treatment as requested. This is **because** *Using plain language, insert: 1. A clear and concise explanation of the reasons for the decision; 2. A description of the criteria or guidelines used, including a reference to the specific regulations or plan authorization procedures that support the action; and 3. The clinical reasons for the decision regarding medical necessity.*

We will instead approve the following treatment: *Service or service length approved.*

You may appeal this decision if you think it is incorrect. The enclosed "Your Rights" information notice tells you how. It also tells you where you can get help with your appeal. This also means free legal help. You are encouraged to send with your appeal any information or documents that could help your appeal. The enclosed "Your Rights" information notice provides timelines you must follow when requesting an appeal.

You may ask for free copies of all information used to make this decision. This includes a copy of the guideline, protocol, or criteria that we used to make our decision. To ask for this, please call Contra Costa County DMC-ODS Plan at 1-800-846-1652.

If you are currently getting services and you want to keep getting services while we decide on your appeal, you must ask for an appeal within 10 days from the

date on this letter, or before the date your mental health plan says services will be stopped or reduced.

The Plan can help you with any questions you have about this notice. For help, you may call Contra Costa County DMC-ODS Plan M-F 8:00 AM to 5:00 PM at 1-800-846-1652. If you have trouble speaking or hearing, please call TTY/TTD number 800 735 2922 between 8:00 AM to 5:00 PM M-F for help.

**If you need this notice and/or other documents from the Plan in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact Contra Costa County DMC-ODS Plan by calling 1-800-846-1652.**

If the Plan does not help you to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-888-452-8609.

This notice does not affect any of your other Medi-Cal services.

*Signature Block*

Enclosed: "Your Rights"

*Enclose notice with each letter*