

Jefferson Center Complaints/Grievances

Jefferson Center wants to hear your concerns and help you solve any problems that you have with your mental health or substance use disorder services. You have the right to file a complaint at any time by speaking or writing to us. Complaints may also be called grievances. A complaint is when you tell us about your concerns.

A complaint may include, but is not limited to:

- You have problems getting appointments.
- You are unhappy with your services or think you were treated rudely or unfairly by your provider.
- You are not satisfied with any matter related to your services.
- You are not satisfied with the quality of care that you received.

To file a grievance, please contact:

Jefferson Center Office of Consumer and Family Affairs
4851 Independence Street, Wheat Ridge, CO 80033
Direct Line: 303-432-5047
Fax: 303-432-5071
patriciav@jcmh.org

What to expect when you file a grievance:

- Someone who isn't involved in the situation you're concerned about will review your complaint/grievance.
- We may call you. We may talk with others involved in the situation. We may also review your medical records related to your complaint.
- We will do our best to make a decision about your complaint within fifteen (15) working days after we receive your complaint.

If you do not agree with the answer you get from Jefferson Center about your complaint:

And you have **Health First Colorado (Colorado's Medicaid Program)** you can contact:

Your Regional Accountable Entity (RAE)

Website www.healthfirstcolorado.com

Phone 1-800-221-3943

Department of Health Care Policy and Financing (HCPF)

Website hcpf.colorado.gov

Phone 303-866-4623

Ombudsman for Medicaid Managed Care

Email help123@maximus.com

Phone 1-877-435-7123

All clients can contact:

Behavioral Health Administration (BHA)

Website bha.colorado.gov/contact/contact-us

Phone 303-866-7191

For Clients of New Vistas CSU, Youth Residential Recovery and Jefferson Center Academy:

Follow the Jefferson Center Complaints/Grievance process above related to your mental health or substance use disorder services.

Complaints related to the facility, licensed by the Division of Child Welfare, should be sent to CDHS.

Colorado Department of Human Services

Website cdhs.colorado.gov/contact-cdhs

Phone 303-866-5700