
Managed Care Organization (MCO)

Amerigroup (AMG)
(800) 600-4441

Community Health Plan of Washington
(CHPW)
(800) 440-1561

Coordinated Care of Washington (CCW)
(877) 644-4613

Molina Healthcare of Washington
(MHW)
(800) 869-7165

If you do not know what MCO is assigned to
you, please contact the Healthcare Authority
at (800) 562-3022.

Contact Information

Behavioral Health Ombuds Service

101 N. Edison Street

Kennewick, WA 99336

Office: (509) 783-9444

Toll Free: (833) 783-9444

Fax: (509) 735-1191

GCBH-ASO Crisis Line: (888) 544-9986

Email: behavioralhealthombuds@gmail.com

Mailing Address:

101 N. Edison Street, Box #B

Kennewick, WA 99336

*“We strive to be a voice
for those who have yet to learn
the power of their own voice.”*

Behavioral Health Ombuds Service

Serving Asotin, Benton, Columbia, Franklin, Garfield,
Kittitas, Walla Walla, Whitman, and Yakima Counties

Behavioral Health Ombuds is an independent and free service. We are available to assist individuals of Medicaid funded Mental Health and Substance Use Disorder services to:

- Provide Information and referral
- Receive complaint(s) regarding your behavioral health service or crisis service
- Help you navigate grievances at MCO or the ASO and appeals at the MCO
- At your request, will help represent you at the State Administrative Hearing

What are Ombuds Services?

Behavioral Health Ombuds Service is a consumer directed advocacy service. The Ombuds will assist and investigate complaints informally at your behavioral health provider. We will help you navigate grievances at the ASO or the MCO. The Ombuds will also assist individuals with the appeal and administrative hearing process, if requested. We are mandated by Washington State Laws and adhere to all State and Federal confidentiality regulations.

Behavioral Health Ombuds Service can listen to the person with the concern, research the situation, provide you with consultation, assist with resources, serve as your advocate, and assist you in resolving the concern at the lowest possible level.

Behavioral Health Ombuds Service cannot provide mental health counseling or case

management services, enforce a recommendation, give legal advice, or guarantee a specific outcome.

Who is eligible for Ombuds Services?

- Any person applying for, is eligible for, or receiving services from a publicly-funded mental health and/or substance use providers in the following counties: Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, and Yakima.
- If you have concerns about services you are receiving, or you think that your rights have been violated in accordance to *WAC 388-877-0600* or *WAC 388-877-0680*,

What is a grievance?

A grievance is an expressed concern or dissatisfaction about a behavioral health service.

What is an Administrative Hearing?

If you have completed the appeal process and you are not satisfied, you may request an administrative hearing within 120 calendar days from the date of the Notice of Resolution. However, the ASO or MCO decision on a Grievance is final.

What is an appeal?

An appeal is an oral or written request for the MCO to review and action.

What is an action?

An action is the denial or limited authorization of a requested service (type or level of service), the reduction, suspension, or termination of a previously authorized service, or the failure to provide services in a timely manner as defined by the state.