

NOTICE OF HEARING RIGHTS

If you do not agree with the decision that Laurel Hill Center made about your services or about a complaint you made, you may ask for an administrative hearing with the Office of Mental Health & Addiction Services. The hearing is held before a person called a hearings officer. You can request a hearing by completing and signing an Administrative Hearing Request Form (available from the Laurel Hill Center receptionist) and send it to:

Hearings Unit—Medicaid Section
State Office of Mental Health & Addiction Services
Health Services Administration 500 Summer Street
NE
Salem, OR 97301

You must ask for a hearing **within 45 calendar days** of receiving Laurel Hill Center's written notice regarding your services or the written response to your complaint. You will be asked by a State Office of Mental Health & Addiction Services employee to provide information about the issue. This will happen before the scheduled hearing date. At that time, you can explain why you think the decision is wrong. It may be possible to resolve the issue then. If the issue is not resolved then a hearing will be held as scheduled.

At the hearing, you can explain why you do not agree with the decision made by Laurel Hill Center. You can have people testify for you. You can also have a lawyer or someone else help you with the hearing. We cannot pay for the cost of a lawyer. However, you may be able to get a lawyer for free by calling the Legal Aid office.

You may request to have the hearing postponed or to withdraw your request for a hearing at any time before the scheduled hearing. You do this by writing a letter to the Hearings Unit listed above.

If you have an urgent problem that cannot wait for a regular hearing, you can ask for an "Expedited Hearing." In addition to the information required by the Administrative Hearing Request form, you or your representative will also need to provide the following additional information. You will need to:

- (A) Identify the issue as an expedited hearing request
- (B) Explain the urgency of resolving the issue, and
- (C) Describe the negative consequences that would occur if you had to follow the regular hearing process.

The Medical Director at the State Office of Mental Health and Addiction Services will review your medical records and the reason you give. This person will decide if your problem cannot wait for the regular hearing process.

You or your representative may be asked for your consent for the release of information to the State Office of Mental Health and Addiction Services and Laurel Hill Center if it is needed to resolve the complaint or hearing request. If you don't give your consent, it may make it impossible to resolve the complaint or hearing request. All information concerning the hearing will be kept confidential.

You will not be penalized in any way for requesting a hearing.