



MEDIATION NOTICE TO ACCOMPANY APPEAL/GRIEVANCE ACKNOWLEDGEMENT

You have another choice regarding your complaint: MEDIATION.

“Mediation” is a confidential process in which a neutral third party helps communication between parties, helps in identifying issues, and helps explore solutions to promote a mutually acceptable resolution. A mediator does not have authoritative decision-making power.

A mediator must be an individual trained in effective mediation technique and mediator standard of conduct. A mediator must be knowledgeable in the laws, regulations, and administrative practices relating to providing behavioral health services and supports. The mediator must not be involved in any manner with the dispute or with providing services or supports to the recipient.

Mediation does not prevent you or your individual representative from using another available dispute resolution option, including, but not limited to, BABHA’s local dispute resolution process, the local appeals process, the state Medicaid fair hearing, or filing a recipient rights complaint.

Your request for mediation must be recorded by a mediation organization, and mediation must begin within 10 business days after your request is recorded.

The mediation of your issue must be completed within 30 calendar days after the date the mediation was recorded unless everyone agrees in writing to extend the mediation period for up to an additional 30 days. It is important to know that mediation will not exceed 60 calendar days.

Five Easy Steps to Mediation:

1. Contact the BABHA RR/CS Department 989-895-2317 OR the Oakland Mediation Center (OMC) 1-844-3-MEDIATE (1-844-363-3428) between 9 a.m. – 5 p.m. EST, Monday through Friday. Or email them at behavioralhealth@mediation-omc.org and let them know mediation is being requested.
2. The Oakland Mediation Center at OMC’S Mediation Specialist will confirm your eligibility.
3. Then, OMC’S Mediation Specialist will refer the case to your local Community Dispute Resolution Program (CDRP) center.
4. Your CDRP will contact you and the appropriate CMH or PIHP to conduct a formal intake process to understand the issues between the parties.
5. Following the intake process, the CDRP will schedule a mediation session within 10 business days.