

## Health Insurance Portability and Accountability Act (HIPAA)

If you wish to make a complaint about the Board's HIPAA policies and procedures and/or the Board's compliance with those policies and procedures, you should notify the Board's Privacy Officer in writing.

The Board will not take any retaliatory actions against you as a result of your complaint.

The Privacy Officer will investigate your complaint, and if you are not happy with the response, you may appeal to the Secretary of the U.S. Department of Health and Human Services or the Office of Civil Rights.

If you are receiving Medicaid services and wish to make a complaint or your services are denied you, there is a Medicaid Due Process Procedure to follow. (OAC 5123:2-17-01 and 5101:6-1 to 5101:6-9)

All services will continue until the situation is resolved. If you need assistance with this due process procedure, the county board officer will assist you.

If you need more help regarding this process, please call Warren County Board of Developmental Disabilities Due Process/HIPAA Privacy Officer:

**Chris Smith**  
**801 Drake Road**  
**Lebanon, Ohio 45036**  
**(513) 228-6449**

**Ohio Department of  
Developmental Disabilities  
(DODD)**  
**1-877-464-6733**

**Disability Rights Ohio**  
**1-800-282-9181**

***The Warren County Board of Developmental  
Disabilities***  
*Board Members*

*Joel King, President*  
*David Sparby, Vice President*  
*Lynn Bissell, Secretary*  
*Bill Delord, Board Member*  
*Brodi Conover, Board Member*  
*Bryan Marsh, Board Member*  
*Aaron Marcelli, Board Member*

## Resolution of Complaint



**Warren County Board of  
Developmental Disabilities**  
**Superintendent Megan K. Manuel**

***Supporting people  
with disabilities  
and their families  
to achieve what is  
important to them.***

#### Use this procedure if:

- You are told that you are not eligible for services.
- You are not satisfied with the services that are provided.
- You are denied services.
- Your services are stopped.
- You are receiving fewer or different services than you would like.

#### What is the formal administrative resolution of complaints procedure?

The formal administrative resolution of complaints procedure is the formal method for filing an appeal of an adverse action or a complaint as set forth in OAC 5123-4-04. You may appeal decisions made by the Warren County Board of Developmental Disabilities including eligibility determination, arranging appropriate services for eligible persons, or any denial, reduction, or termination of services directly provided by the Warren County Board of Developmental Disabilities.

Within 90 days of becoming aware of the program, service, policy, or practice that is subject of your complaint or of receiving notice that your services are being denied or taken away, you must file a written complaint or appeal to the manager or director responsible for the service area of concern.

Within 30 days of receiving your written complaint or appeal, the manager or director will meet with you regarding the decision, investigate your complaint or appeal and provide you with a written response.

If you are not satisfied with the decision made by the Division Director, a written complaint or appeal may be filed with the President of the Warren

County Board of Developmental Disabilities within 10 days of receiving the Division Director's written response. A hearing will be conducted within 20 days of receipt of your complaint or appeal. The President of the board or designee will send you the board's decision regarding your complaint or appeal, which will include a rationale and a description of what you should do if you are still dissatisfied, within 30 days of a hearing conducted by the county board or the county board's receipt of the report and recommendation from a hearing officer.

If you are not satisfied with the county board's decision, you may file a written complaint or appeal with the Director of the Ohio Department of Developmental Disabilities within 15 days of receiving the county board's decision. The Director or designee may request additional information from you. Within 45 days of receipt of necessary documents related to your complaint or appeal, the Director shall provide notice with a copy of the decision to all affected parties.

If you are not satisfied with the Director's decision, you may file a claim through the court system.

You may participate in the informal administrative resolution of complaints procedure at any time regarding services you receive or are denied by the Warren County Board of Developmental Disabilities. You should file your appeal or complaint with the manager or director responsible for the service area of concern. You and the manager or director can agree to work together to try and resolve your complaint or appeal.

The manager or director must investigate the issue and make a decision about the appeal or complaint within 30 days. If you are not satisfied with this outcome, you may decide to pursue this complaint through the formal resolution of complaint procedure.

#### What is the informal administrative resolution of complaints procedure?



**WARREN COUNTY**  
Board of Developmental Disabilities