



Grievance Policy

Clients of Northlight Counseling, LLC have the right to file a grievance. Northlight Counseling, LLC's grievance policy is as follows:

- Any individual who believes that he or she has been treated illegally, unethically, or unfairly has access to the Individual Grievance Procedure. At any time a grievance may be filed with the CEO, COO or any Clinical Director at Northlight Counseling, LLC.
- Northlight Counseling, LLC policy is to try and resolve issues promptly and in a manner that will promote consumer satisfaction. Clients may request another Northlight Counseling, LLC staff person, family member, or other chosen advocate be present when a meeting is held to make or hear the grievance.

Grievance Procedures

1. Clients may discuss concerns with their therapist or service provider who is your primary contact.
2. Clients may discuss concerns with their therapist or service provider's supervisor.
3. Clients may discuss concerns with CEO or COO or any Clinical Director of Northlight Counseling, LLC
4. Clients may file a complaint either verbally or written to the Director or their designee.
5. After receiving the grievance, the CEO or COO or their designee will investigate the facts concerning the grievance. You will be notified of the findings of the investigation and your appeal rights within five (5) working days of the date of the presentation of the grievance; or you will be notified in writing of a delay in the decision and will be notified of the findings of the investigation and your appeal rights within 30 calendar days. Start with step one and progress to the next step(s) as necessary until the matter is resolved.

Grievance Assistance and Resources

- Northlight Counseling, LLC will offer assistance in filing a grievance.
- There will be no retaliation for filing a grievance.
- Arise Complete an investigation of any grievance within 30 calendar days;
- Ombudsperson. This person may be reached at 541-345-6466.
- PacificSource Community Solutions Lane – 800-431-4135
- Trillium Community Health Plan – 541-485-2155 or 877-600-5472
- Intercommunity Health Network

Grievance Forms

Each client shall be given a copy of the Grievance Policy at the time of admission; a copy is kept in the client's chart. If a grievance is filed, a copy of the Northlight Counseling, LLC. The Grievance Form is available on our website at www.northlightpnw.com

The grievance Process Form and information about the resolution of the grievance is kept in the client's chart and the originals are filed with Northlight Counseling, LLC for quarterly reporting and quality assurance committee review. The grievance policy is posted in the waiting room at each Arise location and posted on the website. [FORMS PAGE](#), or follow the QR code to the grievance form :



Appeals

- Individuals and their legal guardians have the right to appeal entry, transfer, and grievance decisions as follows:
 - If you are unsatisfied with the decision, you can file an appeal in writing within 10 working days of the date of the Clinical Director's response to the grievance or notification of denial for services.
 - If your treatment is paid for by public or private insurance, you can also file an appeal with your insurance company. If you are covered by a CCO, such as PacificSource OHP, Trillium or IHN, you can appeal to you CCO.
 - Arise representatives will be available to assist in responding to the appeal, if requested.
 - Health Systems Division at the Oregon Health Authority must provide a written response within 10 working days of the receipt of the appeal.
 - If the individual or guardian is not satisfied with the appeal decision, they may file a second appeal in writing within 10 working days of the date of the written response to the Health Systems Division Director at the Oregon Health Authority.

Contact information for appeals

- PacificSource: www.PacificSource.com or call Customer Service at (541) 225-3771 or toll-free at (888) 863-3637. TTY (800) 735-2900.
- Oregon Trillium Health Plans, Trillium's Member Services department at (877) 600-5472
- IHN/Intercommunity Health Network, Customer Service at 541-768-4550 or toll free 800-832-4580 (TTY 800-735-2900)
- Oregon Health Plan: 503-947-5804, OHP Client Services 800-273-0557
- Disability Rights Oregon: Voice: 503-243-2081; TTY users: dial 711
- Health Systems Division at the Oregon Health Authority: 503-945-5763
- Governor's Advocacy Office: 503-945-6904

Other Helpful Numbers

The appropriate licensure or certification board:
Oregon Board of Licensed Professional Counselors and Therapists, 503-378-5499
Oregon Board of Psychologist Examiners, 503-378-4154

Oregon Board of License Social Workers, 503-378-5735