

If the Appeal Officer denies your appeal, you have the right to appeal again, but this time your appeal would be sent to the Berks County Mental Health / Mental Retardation (MH/MR) Program. Berks MH/MR is the organization that monitors SAM, Inc.

Since this is also a formal process, you must make this appeal in writing.

Send your 2nd level letter to:

Administrator

Berks County MH/MR Program

County Service Center

633 Court Street, 15th Floor

Reading, PA 19601-4301

**Complaints Related to the Health Insurance
Portability and Accountability Act
(HIPAA) of 1996**

Individuals who are concerned that there has been a violation of their privacy rights or they are in disagreement with a decision made about access to their health information, can contact SAM, Inc. at 610-236-0530 or toll free at 1-877-236-4600 and request to speak with a HIPAA Compliance Officer.

Concerns About Accessibility

Individuals who feel there is a barrier making it hard to get into the building or get connected with service at SAM, Inc. can call the Help Line at 610-236-0530 or toll free at 1-877-236-4600 and report the concern or problem.



*CARF has accredited SAM
Inc.'s Case Management and
Crisis Intervention Services*



Service Access & Management, Inc.

19 North 6th Street, Suite 300

Reading, PA 19601

Consumer Services Help Line

Main Number: [610-236-0530](tel:610-236-0530)

Toll Free: [1-877-236-4600](tel:1-877-236-4600)

TTY: [610-236-0361](tel:610-236-0361)

FAX: [610-236-0266 \(1st Floor\)](tel:610-236-0266)

[610-236-4895 \(2nd Floor\)](tel:610-236-4895)

[610-375-4457 \(4th Floor\)](tel:610-375-4457)

[610-236-4894 \(5th Floor\)](tel:610-236-4894)

Website: www.sam-inc.org

Most of the problems that you have with services should be discussed with your case manager. Your case manager will work with you to get the services that will best meet your needs. If you are having a problem with a service you are receiving from another agency, your case manager will help you work with that agency to correct the problem. If the problem is still not corrected, or if you are having a problem with your case manager from SAM, you may want to call our Consumer Services Help Line.

The Consumer Services Help Line is a way for you to tell us about your problem with your case manager or with your services as quickly as possible after you have tried solving the problem with your case manager. The Consumer Services Help Line is a way for you to make a complaint. Complaints are informal ways of letting our agency know what your needs are.

If you want to use the consumer service line, call 1-877-236-4600 and ask for the consumer service line. Someone will take your name and phone number and listen to you problem. The person that you talk to on the phone will take your problem to the best person in our company to help.

You will be called back (or sent a letter if you have no phone) by someone in our Consumer Services Department within 48 hours of your call to let you know what we can do about your problem.

SAM, Inc. consumer services staff will work hard to correct your problem in the way you would like it to be corrected.

Even though we have tried, sometimes complaint calls may not turn out the way you would like and you may still not be satisfied. If this should happen to you, you always have the right to appeal the decisions that we have made about your services.

How to appeal

An appeal is a formal way to complain about something that has happened with your services that you think is wrong.

Since appeals are formal, they must always be made in writing. If you need help writing an appeal letter, the advocacy organizations such as the Mental Health Association (610-775-3000) or the ARC of Berks County (610-603-0227) may be able to help you write your appeal letter.

Appeals Officer

Service Access & Management, Inc.

19 North 6th Street, Suite 300

Reading, PA 19601

The Appeals Officer will look at your appeal and gather all of the information about the problem from everyone involved. S/he will make a decision on your appeal and let you know what decision has been made within 5 working days from the day your letter gets to us.