

If the Appeal Officer denies your appeal, you have the right to appeal again, but this time your appeal would be sent to the Juniata Valley Tri-County Mental Health/Mental Retardation (MH/MR) Program. The Juniata Valley Tri-County MH/MR Program 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
Juniata Valley Tri-County MH/MR Program
399 Green Avenue, Extended
Lewistown, PA 17044

COMPLAINTS RELATED TO 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 OF 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.

SAM, Inc. does not discriminate against persons because of their race, color, religious, creed, sexual orientation, lifestyle, handicap, disability, ancestry, national origin, limited English proficiency, age or sex.

Contact Information:

Phone: 1-610-236-0530

Toll Free: 1-877-236-4600

TTY: 1-610-236-0361



Service Access & Management, Inc.

Consumer Services Help Line



Funded by the Juniata Valley Tri-County MH/MR

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, Inc., you may want to all 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 our 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 your 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. consumers services staff will work hard to correct your problem in a way you would like it to be corrected.

Even though we have tried hard, sometimes complaint calls may not turn out the way you way 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 in writing. If you need help writing an appeal letter, the advocacy organizations such as the Mifflin/Juniata Special Needs Center (717-248-6261 or 814-643-6100) or for persons with mental illness and their family members Ombudsman Services (877-830-9766) may be able to help you write your appeal letter.

Appeals Officer
Service, Access and Management, Inc.
19 North 6th St., 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 made a decision on your appeal and let you know what the decision has been made within 5 working days from the day your letter gets to us.