



IDAHO DEPARTMENT OF HEALTH & WELFARE

The Idaho Department of Health and Welfare (DHW) is committed to providing opportunities for families and youth to share input regarding the mental or behavioral healthcare they are provided.

These standards were adopted to accomplish this goal:

Caring
Competence
Communication
Convenience

If you have questions, concerns, or complaints about any services received from Magellan Healthcare or services provided by any mental or behavioral healthcare provider, you may first want to talk to them.

You can call Magellan Healthcare at 1-855-202-0973, e-mail IDAC@magellanhealth.com, or visit MagellanofIdaho.com.

If you prefer, you can contact the Idaho Department of Health & Welfare directly using one of the options listed below.

Phone (non-emergency):

1-800-352-6044 (toll free) or 208-364-1910

Mail:

Youth Empowerment Services (YES)
P.O. Box 83720
Boise, ID 83720-0036

Email: yes@dhw.idaho.gov

Online: <https://app.keysurvey.com/f/1391131/5d8d/>



IDAHO'S YOUTH EMPOWERMENT SERVICES (YES) SYSTEM OF CARE CONCERN & COMPLAINT RESOLUTION PROCESS

Families and youth have the right to express and report complaints and concerns about any aspect of their mental or behavioral healthcare service delivery through the YES system of care, and to have their complaints and concerns acknowledged, reviewed, and resolved promptly.

The decision of a family and youth to file a complaint will not interfere with the quality of care and continued services.



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CONCERN AND COMPLAINT RESOLUTION PROCESS

Step 1: Process for Filing

Concerns and complaints can be submitted in the following ways:

Phone (non-emergency):

1-800-352-6044 (toll free) or 208-364-1910

Mail:

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Boise, ID 83720-0036

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You will be asked to provide the following information, or you can submit your complaint anonymously if you choose.

1. Your name and relationship to the youth or family.
2. Your contact information (phone number, address, and email).
3. Explanation of the concern or complaint.
4. Whether you want services to be continued (if applicable).
5. How you would like the issue resolved.

Complaints are documented by the YES Centralized Complaint Team. This team determines the appropriate action needed to work toward resolution of the issues identified in the complaint.

CONCERN AND COMPLAINT RESOLUTION PROCESS

Step 2: Acknowledgment

Complaints are responded to by phone call, email, and/or an acknowledgment letter, which will be sent within five days of receiving the complaint.

Step 3: Review

Complaints are reviewed to make recommendations for a resolution. The individual who filed the complaint may be contacted during this time for additional information or clarification.

Step 4: Resolution

Within 30 days of receiving the complaint, a written response will be sent to you if you chose to include your contact information. The response will include a summary of the team's findings, final disposition, and important information regarding appeals when applicable. While transparency is the goal when providing the complaint findings, consideration is given to any confidential or private information that may not be available for release.

NOTE: For concerns or complaints about YES services, please call 1-800-352-6044 (toll free) or 208-364-1910.

