

## Submit YES or Idaho Behavioral Health Plan (IBHP) Complaints

### YES Centralized Complaint Team

**Phone:** 208-364-1910 or 800-352-6044

**Email:** [YES@dhw.idaho.gov](mailto:YES@dhw.idaho.gov)

**Mail:** IBHP Governance Bureau

Attn: YES Centralized Complaints

PO Box 83720, Boise, ID, 83720-0009

**Online Complaint Submission Form:**

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

### Magellan Healthcare

**(IBHP Contractor)**

**Phone:** 855-202-0973

**Fax:** 888-656-9795

**Email:** [IDAC@magellanhealth.com](mailto:IDAC@magellanhealth.com)

**Mail:** Magellan Healthcare, Inc.

Attn: Idaho Quality Department

PO Box 2188, Maryland Heights, MO 63043

### Idaho Department of Education - Special Education Dispute Resolution

**Phone:** 208-332-6912 or 800-432-4601

**E-mail:** [disputeresolution@sde.idaho.gov](mailto:disputeresolution@sde.idaho.gov)

**Mail:** Idaho Department of Education

Special Education Dispute Resolution

PO Box 83720, Boise, ID, 83720-0027

### Idaho Department of Juvenile Corrections

**Phone:** 208-334-5100

**Fax:** 208-334-5120

**E-mail:** [contactus@idjc.idaho.gov](mailto:contactus@idjc.idaho.gov)

**Mail:** Idaho Department of Juvenile Corrections

PO Box 83720

Boise, ID, 83720-0285

NOTE: Additional complaint contact information can be found in the complaints section of the YES practice manual located here: <https://yes.idaho.gov/wp-content/uploads/2021/04/YESPracticeManualFinal.pdf>

## Additional Support For Submitting Your Complaints

Families and Youth of Idaho (FYIdaho) provides family and youth support. They can help you file a complaint. You can call them at 208-433-8845 or email them at [info@fyidaho.org](mailto:info@fyidaho.org).

### YES Complaint and Appeal Resources

For more information about complaints contacts, visit <https://yes.idaho.gov/youth-empowerment-services/about-yes/contact-us/?target=4>.

For more information about submitting complaints to Magellan Healthcare, visit [magellanofidaho.com/for-members](http://magellanofidaho.com/for-members).

## CRISIS INFORMATION

If you, a family member, or friend may be considering suicide, or needs to talk, you can call or text 988 – the Idaho Crisis & Suicide Hotline – any time. If you feel you cannot keep yourself or your family safe, go to the nearest emergency department or call 911.



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**



March 2025



## YES Complaints Information for Families

When a family or youth is unhappy with any part of the YES system of care, they may submit a complaint.

Please note that complaints are different from appeals. More appeals information can be found at <https://yes.idaho.gov/appeals/>.

Complaints are a valuable and important part of the state being able to identify gaps and needs within the system of care.

All complaints are taken seriously. Youth and their families should not be penalized or retaliated against for filing a complaint and it is possible to submit a complaint anonymously if a youth or family wishes to.

This trifold is intended to help guide families and youth through submitting complaints.

If you have additional questions, e-mail [YES@dhw.idaho.gov](mailto:YES@dhw.idaho.gov) or visit [YES.idaho.gov](https://yes.idaho.gov).

[yes.idaho.gov](https://yes.idaho.gov)



## COMPLAINTS IN THE YOUTH EMPOWERMENT SERVICES (YES) SYSTEM OF CARE

### What are complaints?

When a family or youth is unhappy with any part of the YES system of care, they may submit a complaint. Complaints are a valuable and important part of the state being able to identify gaps and needs within the system of care.

### Where should complaints start?

Complaints should start with the youth's provider, school district, case manager, or any other care provider whenever possible.

If the family is not satisfied with how the complaint is addressed or the family would rather file the complaint with the state or its contractor(s), they may do so.

### What can be in a complaint?

The complaint can be about anything related to YES system of care, such as the quality of care received, access to services, a provider, an employee of a provider or state agency, a state agency involved in the YES system of care, the system of care in general, or any other issue including a complaint about an appeal.

### How to submit a complaint

Complaints may be received in any format (phone, email, mail, fax, or an online submission, when available) and do not have any specific requirements. More information is included on other pages of this trifold.

### Once a complaint is received

- It is logged and forwarded to the person or agency best able to resolve the concern.
- The person who submitted the complaint is contacted, usually within 5 business days, to acknowledge their information was received and to gather any additional information needed to resolve the complaint.
- Complaint information is reviewed by staff members before action is taken to resolve the concern.
- A letter explaining the resolution of the complaint is sent to the person who submitted it, usually within 30 days.
- Appeals to the resolution may be filed by mail or fax.

