

# A Way to Give Back!

Have you or your child received behavioral health services?  
Do you care about the quality of the services people receive?

Magellan has an opportunity for you to help improve the behavioral health system.

You can serve on a **Complaint or Grievance Panel**, allowing you to have a voice in the behavioral health system.



## What is it like to serve on a panel?



As a member of a Complaint or Grievance Panel you will be:

- An informed and active participant in the complaint and grievance reviews process for HealthChoices members.
- A part of a team that includes Magellan members, providers, Magellan staff and county staff.
- Provided with information about the complaint or grievance, information regarding guidelines and regulations, and presentations from review participants.
- Able to support the team in understanding the member's/representative's perspective.
- Able to participate in a discussion with the other panel members regarding the information shared.
- Asked to help decide the outcome of the complaint or grievance.

## Who can serve on a panel?



- Members or guardians who have experience with receiving behavioral health care or have children who receive care.
- Are willing to prepare for a panel and to maintain confidentiality. This may require several hours of preparation.
- Are willing and able to listen to statements and comments about the case, prior to the panel meeting.
- Are willing to process and ask questions about the information presented.
- Are willing to engage in discussion and make a group decision about the information presented.

## What will panel members receive?



- Training on the processes and information on how to serve on the panel.
- A travel stipend to cover the cost of getting to and from the reviews.

## How do I get involved?

For more information, please contact John Bottger at **1-877-769-9784**.