



Office of Behavioral Health Advocacy (OBHA) has replaced the former behavioral health ombuds.

OBHA provides behavioral health advocacy services to individuals needing access to and current recipients of behavioral health services in Washington State. OBHA is tasked with ensuring that the rights of recipients of behavioral health services are respected, and that services are responsive to individuals' needs. OBHA provides recommendations to local, regional, and statewide community and governmental entities to bring about changes in laws, rules, regulations, policies, and procedures that will improve the quality of behavioral health service for Washington's residents.



CONTACT US

obhadvocacy.org
info@obhadvocacy.org
1 (800) 366 3103
OBHA Office: 360.292.5038



1 King County Region
kingcounty@obhadvocacy.org

2 Pierce County Region
piercescounty@obhadvocacy.org

3 Thurston-Mason Region
thurstonmason@obhadvocacy.org

4 Great Rivers Region
greatrivers@obhadvocacy.org

5 Southwestern Region
southwestern@obhadvocacy.org

6 Greater Columbia Region
greatercolumbia@obhadvocacy.org

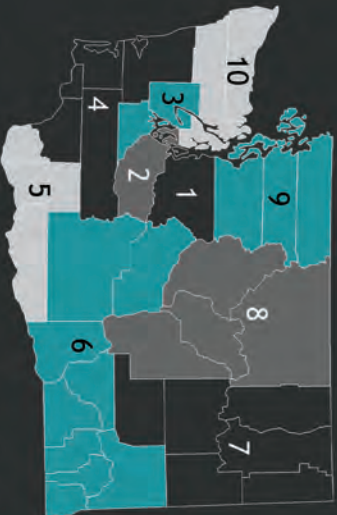
7 Spokane Region
spokaneregion@obhadvocacy.org

8 North Central Region
northcentral@obhadvocacy.org

9 North Sound Region
northsound@obhadvocacy.org

10 Salish Region
salish@obhadvocacy.org

Managed Care Service Regions



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WHAT IS A BEHAVIORAL HEALTH ADVOCATE?

A behavioral health advocate is a person with lived experience who assists individuals seeking or receiving privately or publicly funded behavioral health services. This service is designed to resolve behavioral health system issues quickly and confidentially.



WHO IS ELIGIBLE FOR OBHA SERVICES?

Our services are available to anyone who is receiving or seeking behavioral health services. Informative services are available for family and the supporters of the individual receiving behavioral health services.



WHAT ARE APPEALS AND GRIEVANCES?

An appeal is a request for reconsideration about a denial, reduction, suspension, or termination of services sent by the funder of the services.

However, a grievance is an expression of dissatisfaction which is filed with the funder of the service.

WHAT CAN A BEHAVIORAL HEALTH ADVOCATE DO?

- Actively listen to the person with the grievance
- Serve as an advocate for a resolution
- Identify, investigate, and resolve complaints made by individuals receiving behavioral health services
- Assist with filing a grievance and appeal
- Assist with the navigation of the behavioral health system
- Inform individuals and residents of their voluntary and involuntary rights for adults and minors
- Assist with the completion of a Behavioral Health Advance Directive

With your consent, we can involve family, friends, or other designated individuals in this process.

WHEN SHOULD YOU CONTACT A BEHAVIORAL HEALTH ADVOCATE?

- If you have any concerns about services you are receiving
- If you think your rights have been violated
- If you do not agree with a decision that affects your services
- If you need information on finding a behavioral health provider
- Need assistance and are unsure who to call

WHAT DO WE NEED FROM YOU?

- Details about the issue
- Explain what the resolution would look like
- Maintain contact with the behavioral health advocate
- Complete the Release of Information and Authorization to Represent forms
- If calling from an inpatient facility, we will need your Access/Patient ID number

