



Oregon Health Authority, CAREAssist Program Grievance Process

Effective February 1, 2024

This Grievance Process has been developed to assure that clients participating in the CAREAssist Program have a mechanism for voicing concerns and complaints regarding the administration of the CAREAssist Program, or receiving additional problem-solving assistance, if appropriate.

Clients are free to raise concerns or complaints and may do so without fear of retribution. It is the policy of the CAREAssist Program to consistently respond with diligence and sensitivity to concerns and complaints voiced by clients. Concerns and complaints regarding administration of the CAREAssist Program may be submitted as follows:

1. Problems, concerns, and complaints should be raised first with the client's assigned CAREAssist Case Worker. Case Workers will document the concern or complaint raised and assist the client with obtaining a resolution if a resolution is possible. This may involve the Case Worker reaching out to the CAREAssist Program Coordinator for assistance. If you do not have your Case Worker's contact information, clients can obtain it by calling CAREAssist at 971-673-0144.
2. There may be instances where a client wishes to not discuss the concern or complaint with their assigned Case Worker. In those instances, clients may contact the CAREAssist Program Coordinator. The CAREAssist Program Coordinator may be reached via email at: care.assist@odhsoha.oregon.gov. **Please include "Concern or Complaint" in the subject of your email.**

The CAREAssist Program Coordinator may also be reached via mail at:

CAREAssist Program
Attn: Program Coordinator
800 NE Oregon Street, Suite 1105
Portland Oregon 97232

While the CAREAssist Program uses its best efforts to assist CAREAssist clients, CAREAssist recognizes that not all client complaints are resolvable. The Grievance Process does not guarantee a resolution of a client's concern or complaint.

Please note that decisions made by the CAREAssist Program regarding the denial, restriction, or termination of client benefits **MAY NOT** be challenged using the Grievance Process. Any decision made by the CAREAssist Program resulting in denying, restricting, or terminating client benefits will include informing the client of their right to request a hearing on that decision.