

Please let us know if you are not happy with your care or any decisions that are made about your treatment. If you express concerns or file a grievance or appeal, your treatment will not be affected, you will not lose benefits, nor will you be retaliated against in any way.

We want you to get the care and respect you deserve.

No matter how you pay for treatment, you may always contact the North Range Behavioral Health Customer Advocate at 970.313.1139 or write to us at 1300 N. 17th Avenue, Greeley, CO 80631 to express your concerns, suggestions, or compliments.

You may also contact:

Colorado Behavioral Health Administration

- Call 303.866.7400
- Or write a letter to 710 S. Ash Street, Denver, CO 80246

Signal Behavioral Health Network

- Call 720.279.8700

Colorado Department of Regulatory Agencies (for concerns about providers)

- Call 303.894.7800
- Or write a letter to 1560 Broadway, Suite 1350, Denver, CO 80202

Colorado Department of Public Health & Environment (for concerns about Adult Living Residence)

- Call 303.692.2020
- Or write a letter to 4300 Cherry Creek Drive South, Denver, CO 80246

If you have Medicaid, you have additional ways to express a complaint or grievance by contacting:

Northeast Health Partners Complaints and Appeals

- Call 800.541.6870
- Or email nhpmembersupport@nhpllc.org

Colorado Department of Healthcare Policy and Financing

- Call 800.221.3943
- Or write a letter to 1570 Grant Street, Denver, CO 80203

Colorado Ombudsman for Medicaid Managed Care

- Call 877.435.7123 or 888.876.8864 (TTY for hearing impaired)
- Or fax 303.832.8352