

Contact Us

Behavioral Health Ombuds

Services Organization (BHO)

Behavioral Health (BHO) Spokane County Regional Care Organizations/Regional Care Organizations and/or the State Apple Health Plan, Managed Services funded by the Washington State Department of Social and Health Services, have received behavioral health services. Individuals who have received or are receiving services are available for The Behavioral Health Ombuds.

8:30am - 5:00pm
Monday-Friday (except holidays)

SCHROMBuds@spokanecounty.org

Toll Free: 1-866-814-3409

P: 509-477-4666

Spokane, WA 99204

32 W 8th Avenue

Behavioral Health Ombuds

The Spokane County Housing and Community Development Department (CSHCD), Spokane County, and the City of Spokane provide support through behavioral health services. Individuals residing in Adams, Ferry, Lincoln, Pend Oreille, and Stevens Counties, or individuals residing in Adams, Spokane, and Stevens Counties, may request assistance from the Behavioral Health Ombuds.

Individuals having the following concerns with their behavioral health services are available at any point in the grievance resolution process:

Support You In!

Ombuds can provide many services, including:

The Behavioral Health Ombuds

Client copy

Client copy
Ombuds.
with the assistance of the
provide concerns or to the provider
individual can also express
and designee(s), The
Ombuds.

The individual can work with the
outcome of their decision.
advise the individual about the
acknowledge your grievance and
services. The Behavioral Health (Administration) must
care organizations of the
Spokane Ombuds (MCO) or the
the Apple Health Plan Managed
Managed care organizations.
Grievances can include: quality of
possible reasons for
You behavorial health services.
action that changes or denies
matter other than that of
A grievance is an expression

What is a grievance?
The grievance process

Advocate
Assist
Support

Who is eligible to receive
Behavioral Health Care
Ombuds Services?
What is a Mental Health Advance Directive?