



Prism Mental Health Solutions Inc.

Complaints & Grievances Notice



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Your Right to Raise a Concern



Prism Mental Health Solutions Inc. (Prism MHS) welcomes questions, concerns, and complaints about services, scheduling, billing, privacy, accessibility, professional conduct, and the way you have been treated. You may raise a concern without fear of retaliation or an adverse change in your care solely because you spoke up.

2. How to Submit a Complaint



You may contact Prism MHS Administration by telephone, email, or mail using the contact information below. Explain what happened, the approximate date, who was involved if known, and what resolution you are requesting. You may ask for help submitting your concern. A written complaint is helpful but is not required to begin discussing a concern.

3. What Happens After You Contact Us



Administration will review the concern and determine the appropriate next steps, which may include gathering relevant information, speaking with involved personnel, correcting an error, or discussing possible resolutions. We will make reasonable efforts to respond promptly. Complex matters may require additional review. We cannot guarantee a particular outcome.

4. Privacy and Confidentiality



We will handle complaints discreetly and share information only with people who reasonably need it to evaluate or address the concern, subject to applicable law. Please avoid including detailed clinical or sensitive personal information in an ordinary email; you may request a more secure communication method.

5. Complaints About Privacy or Records



If your concern involves your health information, confidentiality, a records request, or a suspected privacy violation, contact Prism MHS Administration — Privacy & Confidentiality. You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). HIPAA complaints to OCR generally must be filed within 180 days of when you knew the act or omission occurred, subject to possible extensions for good cause. Information: www.hhs.gov/ocr/complaints.

6. Outside Complaint Options



You do not have to resolve a concern internally before contacting an appropriate outside authority. Depending on the issue, options may include your health insurance plan, the Pennsylvania Department of State professional licensing boards, the Pennsylvania Human Relations Commission, or other applicable oversight agencies. The appropriate agency and process depend on the nature of the concern.

7. No Retaliation



Prism MHS prohibits retaliation against a patient for making a good-faith complaint, requesting an accommodation, exercising a privacy right, or contacting an outside oversight agency. Raising a complaint does not waive your rights or prevent you from seeking care elsewhere.

8. Contact Prism MHS



Prism Mental Health Solutions Inc. | Attention: Administration — Patient Complaints & Grievances | 264 Haida Avenue, Suite B, Hastings, PA 16646-5611 | Telephone: (814) 931-0417 | Email: info@prismmhs.org. If you are concerned about confidentiality, call to request an appropriate secure way to share details.

9. Emergency and Immediate Safety Concerns



This complaint process is not an emergency response service. If you or someone else is in immediate danger, call 911 or go to the nearest emergency department. For a mental-health crisis in the United States, call or text 988. Do not rely on a complaint email or voicemail for urgent assistance.