Administrative Denial Appeal Process

Per the **San Bernardino County Department of Behavioral Health (DBH)**, providers may appeal administrative denials through the following process:

DBH-Contracted Facilities

When a request is denied for administrative reasons, DBH-contracted facilities may submit a first-level appeal through the Qualitrac portal.

1. Log in to the Qualitrac portal.
2. Navigate to the member's case in the **Member Hub**.
3. Select the **1st Level Appeal** option.
4. Submit the appeal for review.

Once the appeal has been reviewed and a determination has been made, an outcome letter will be issued and available for viewing in the Qualitrac portal.

Non-DBH-Contracted Facilities

Facilities that are not contracted with San Bernardino County DBH are not eligible to submit administrative denial appeals through Telligen's first-level appeal process. These facilities must direct their appeals to the **California Department of Health Care Services (DHCS)** for review.

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