



2/21/2025

Dear Andrew,

Thank you for taking the time to inform the Behavioral Health Administration (BHA) about an issue related to the quality of behavioral health services in Colorado.

On November 7th, 2024, you contacted BHA regarding a complaint involving the Department of Corrections (DOC). The complaint was regarding your concern about the MAT procedures at DOC being in question. Concerns regarding terminating a contract would be addressed by the Colorado Department of Labor and Employment. See the attached document.

BHA has finished its investigation into your complaint. BHA reached out and spoke with DOC medical leadership to inform them of the complaint and learn about the current buprenorphine dispensing process. BHA has addressed this directly with the agency as a part of our licensing procedures.

This is considered a final decision by BHA on this grievance. You have the right to request an exit meeting with BHA by contacting the BHA staff member at the end of this letter.

If you feel that you need further assistance please reach out to The Ombudsman for Behavioral Health Access to Care <https://behavioralhealthombudsman.colorado.gov/> The Behavioral Health Ombudsman of Colorado (BHOCO) serves as a neutral party to help individuals and healthcare providers navigate and resolve issues and ensure compliance regarding consumer access to behavioral health care.

BHA relies on clients, families, and community partners to help us ensure quality behavioral health services throughout the state. As reflected in our rules and our culture at BHA, acts of grievance retaliation will not be tolerated. Any act of retaliation, discrimination, or any other unfair treatment that appears to result from the submission of a complaint/grievance should be submitted to our staff through an additional complaint submission to BHA.

Complaints/Grievances may be submitted to BHA via:

1. BHA Individual Complaint Form  
[BHA Individual Complaint Form \(English\)](#)  
[BHA Individual Complaint Form \(Spanish\)](#)
2. Email at [CDHS\\_BHA\\_complaint@state.co.us](mailto:CDHS_BHA_complaint@state.co.us),
3. By calling: 303.866.7191, or
4. By USPS/mail to 710 S. Ash St., Suite C140, Denver, CO 80246

Thank you for your dedication and support in this effort.  
Rochelle Galey, Grievance Officer  
Colorado Behavioral Health Administration

