



IMPORTANT INFORMATION FOR MEDICAID MEMBERS

As a Medicaid Member, you have the right to:

- Be treated with respect, dignity and regard for your privacy;
- Be free from discrimination on the basis of race, religion, gender, age, disability, health status, or sexual orientation;
- Get information on treatment options in a way that is easy to understand;
- Take part in decisions made about your health care. This includes the right to refuse treatment, except as required by law;
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation;
- Ask for and get a copy of your medical record. You may ask for it to be changed or corrected;
- Have an independent advocate;
- Ask that we include a specific provider in our network;
- Get a second opinion;
- Receive culturally competent services;
- Get interpreter services if you have disabilities or if you do not speak English;
- Be told if your provider stops seeing members or has changes in services;
- Tell others your opinion about our services. You can tell regulatory agencies, the government, or the media without it affecting how we provide covered services;
- Get medically necessary mental health care services according to federal law;
- Be free to use all of your rights without it affecting how you are treated; and
- Be free from sexual intimacy with a provider.
 - If this happens, report it to the: Colorado Department of Regulatory Agencies (DORA). Phone: 303-894-7788 or write to: DORA, 1560 Broadway, Suite 1350, Denver, CO 80202

As a Medicaid Member, you have the Responsibility to:

- Learn about your mental health benefits and how to use them
- Be a partner in your care. This means:
 - Following the service plan you and your therapist have agreed on
 - Participating in treatment and working toward the goals of your service plan
 - Taking medications as agreed upon between you and your prescriber.
- Tell your therapist or if you do not understand the service plan, if you do not agree with the plan, or if you want to change it.
- Give your therapist or doctor the information s/he needs to provide good care. This includes signing releases of information so that your providers can coordinate your care.



- Come to your appointments on time. Call the office if you will be late or if you can't keep the appointment.
- Cooperate with ValueOptions, the Medicaid contractor that works with your provider. You may call ValueOptions at 1-800-804-5008 for questions about choosing a provider or making your first appointment.
- Let us know when you change your address or phone number, and when you have lost or renewed your eligibility for Medicaid.
- Treat others with courtesy and respect as you want to be treated.

Advance Directives:

Even though ValueOptions and your therapist provide mental health services, federal law requires that we tell adult patients about Colorado laws relating to your right to make health care decisions and Advance Directives. Your provider will provide mental health care whether or not you have an advance directive.

What is a Medical Advance Directive? Advance Directives are written instructions that express your wishes about the kinds of medical care you want to receive in an emergency. In Colorado, Medical Advance Directives include:

- **Medical Durable Power of Attorney:** This names a person you trust to make medical decisions for you if you cannot speak for yourself.
- **Living Will:** This tells your doctor what type of life supporting procedures you want and do not want.
- **Cardiopulmonary Resuscitation (CPR) Directive of "Do Not Resuscitate Order":** This tells medical personnel not to revive you if your heart or lungs stop working.

Your provider will ask you if you have an Advance Directive. If you wish, your provider will put a copy of your Advance Directive in your medical file. If a medical provider does not follow your Advance Directive, you may call the Colorado Department of Public Health and Environment at 303-692-2980.

For more information about Advance Directives, talk with your **Primary Care Physician (PCP)**. To get a copy of ValueOptions' policy on Advance Directives, call the Office of Member and Family Affairs at 303-432-5956 or 1-866-245-1959.

Well-Child Exams (EPSDT)

For clients under the age of 21, we are required to ask if any mental health issues were identified in the last medical visit or well-child exam. We want to address the issues that were identified and coordinate care with your primary care physician (PCP). Your provider will ask you to sign a release of information.



If your child has not had a well-child exam within the last year, your therapist will recommend that you schedule an appointment. If you do not have a PCP or you want a new PCP, you may contact Health Colorado for assistance in Denver 303-839-2120; outside of Denver 1-888-367-6557 (The call is free.); TTY: 1-888-876-8864.

_____ Member signature

_____ Provider signature

_____ Date

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