

Member Rights

Be treated with dignity, respect and regard for your privacy.

Get information about your mental health benefits and how to access them.

Get medically necessary mental health services according to federal law.

Get information about your treatment choices in a way that you can understand.

Receive services that are suitable to your culture.

Get interpreter services if you have problems communicating or do not speak English.

Take part in decisions about your health care; this includes the right to refuse treatment, unless required by law.

Have a service plan that you help write; get a copy of your plan.

Get a second opinion from within our network at no cost.

Be free from any type of seclusion or restraint that is used for discipline, force, retaliation or convenience of a provider.

Be given a choice of providers within our network; ask that a provider be included in our network.

Be told quickly if your services have ended or if there are changes in your services or providers.

Get help understanding your rights and making a complaint or an appeal.

Have an independent advocate (representative) that you choose.

Get help from the Ombudsman for Medicaid Managed Care by calling 303 830-3560 or 800 43- 7123.

Be free to use all of your rights without it affecting how you are treated.

Make a complaint about any part of your services.

Appeal a denial or reduction (lowering) of the type or level of service and ask for a state fair hearing.

Tell others your opinion of our services. You can give your opinion to any agency or to the media and it will not affect your services.

Have your record and the information you give in therapy kept confidential (private).

Exceptions in the Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice and state and federal law include:

- ▶ You are a danger to yourself or others,

- You are gravely disabled (unable to care for yourself),
- In cases of child abuse or suspected child abuse.
- Review or get a copy of your medical records; ask that they be changed or corrected.

Be free from sexual intimacy with a provider. If this happens, report it to the Colorado Department of Regulatory Agencies (DORA) at 303-894-7788. Or write to DORA at 1560 Broadway, Suite 1350, Denver 80202.

Member Responsibilities

Learn about your mental health benefits and how to use them.

Be a partner in your care. This includes:

- Being involved in writing your service plan,
- Following the service plan and goals that you have agreed upon,
- Taking medications as agreed upon between you and your prescriber.

Tell your provider if you do not understand your service plan or want to change it.

Give your provider the information needed to give you good care and to coordinate your care with other health providers.

Be on time for appointments and call if you will be late or need to cancel.

Treat your providers and other clients with the same courtesy you expect.