



Northeast Behavioral Health Partnership

MEMBER RIGHTS AND RESPONSIBILITIES

As a Medicaid member, you have certain rights and responsibilities.

Member Rights

You have the right to:

- Be treated with respect, dignity 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.
- Help make decisions about your health care. You have the right to refuse treatment unless it is required by law.
- Not be secluded or restrained as punishment or to make things easier for your provider.
- Have a service plan that you help write and get a copy of your plan.
- Make a complaint about any of your services.
- Ask for a state fair hearing if a service is denied or reduced.
- Get help understanding your rights and making a complaint or an appeal.
- Choose someone to represent your best interests if you need help.
- Get help from the Ombudsman for Medicaid Managed Care by calling 303-830-3560 or 1-877-435-7123.
- Have a choice of providers within our network. Ask that a provider be included in our network.
- Get a second opinion from within our network at no cost.
- Get services that are suitable to your culture.
- Have an interpreter if you have problems communicating or do not speak English.
- Be told quickly if your services have ended. Be told when there are changes to your services or providers.
- Tell others your opinion about our services. Sharing your opinion with others will not affect how we provide your covered services.
- Be free to use all of your rights without it affecting how you are treated.
- Have your record and the information you give in therapy kept private. Know that federal law and state laws permit your information to be shared if:
 - * 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 closeness in any relationship with your providers. If this happens, you should report it to the board that regulates psychotherapy. In Colorado, that is the Department of Regulatory Agencies (DORA). You can reach them at 303-894-7788 or by writing to DORA at 1560 Broadway, Suite 1350, Denver 80202.

Member Responsibilities

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 plan you and your care coordinator have agreed on.
 - * Participating in your treatment and working toward the goals in your service plan.
 - * Taking medications as you and your doctor agreed.
- Tell your therapist or doctor if you do not understand your service plan. You should tell him or her if you do not agree with your service plan, or want to change it.
- Give your therapist or doctor the information he or she needs to give you good care. This includes giving written permission so that your providers can coordinate your care. This may also be called a release of information.
- Come to your appointments on time. You should call the office if you will be late, or if you can't keep your appointment.
- Cooperate with NBHP when you choose a provider or are seen by your provider. If you have questions about choosing a provider, or how to make an appointment, call NBHP at 1-888-296-5827.
- Let us know when you change your address or phone number.
- Treat others with the same courtesy and respect that you expect.