

What Are My Rights as a Person Receiving Publicly-Funded Behavioral Health Services in the Community?

You have the right to:

- Receive information and services you ask for, covered under Medicaid
- Be treated with respect, dignity, and privacy
- Help make decisions about your care, including the right to refuse treatment
- Be free from restraint or seclusion
- Receive a copy of behavioral health care patient rights
- Receive a copy of your medical records and request that they be amended or corrected
- Receive information on available behavioral health benefits
- File a grievance, appeal, or administrative hearing if you are not satisfied
- Receive a list of crisis phone numbers
- Make changes at any time to your providers or case managers and receive the services of an Ombuds in filing a grievance, appeal, or fair hearing
- Receive services in a barrier-free location (accessible)
- Receive the name, address, telephone number, and any languages offered other than English of providers in your BHO yearly or when you request it
- Receive the amount and duration of services you need
- Receive a written Notice of Action from the BHO if services are denied, limited, reduced, suspended, or terminated or you disagree with the plan
- Receive information about the structure and operation of the BHO
- Receive emergent or urgent care or crisis services
- Receive post-stabilization services after you receive emergent, urgent care or crisis services that result in a hospitalization
- Receive age and culturally appropriate services
- Be provided a certified interpreter and translated material at no cost to you
- Receive information you request and help in the language or format of your choice
- Have available treatment options and alternatives explained to you
- Refuse any proposed treatment
- Receive care that does not discriminate against you (e.g. age, race, type of illness)
- Be free of any sexual exploitation or harassment
- Receive an explanation of all medications prescribed and possible side effects
- Make a mental health advance directive that states your choices and preferences for mental health care
- Receive information about medical advance directives
- Receive quality services which are medically necessary
- Receive a second opinion from a mental health professional in your BHO area if you disagree with your provider
- Choose a provider for yourself and your child (if your child is under 13 years of age)
- Request and receive a copy of your health records. You will be told the cost for copying