

## **Foothills Behavioral Health (FBH) Member Rights and Responsibilities**

### **What are your Medicaid rights and responsibilities?**

#### **You have the right to:**

1. Be treated with dignity and respect for your privacy.
2. Receive services that are suitable for your culture.
3. Receive interpreter services at no cost if you have problems communicating or do not speak English.
4. Have an independent advocate (representative) that you choose.
5. Have information on mental health benefits and how to get them.
6. Be given a choice of providers within the FBH provider network and to ask that a provider join the network.
7. Get information on your treatment choices in a way that you can understand.
8. Have a service plan which you help to write and get a copy.
9. Take part in decisions about your health care, including the right to refuse treatment, except as provided by law.
10. Receive medically necessary mental health services according to federal regulations.
11. Have a medical professional explain the benefits, risks and side effects of any medication prescribed.
12. Receive services in the least restrictive, suitable setting subject to available funding.
13. Get a second opinion at no cost to you.
14. Review or ask for a copy of your medical records, and ask that they be amended (changed) or corrected.
15. Have your record and the information you give in therapy sessions kept confidential (private). Exceptions in the **Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice** and state and federal laws include:
  - a. You are a danger to yourself or others.
  - b. You are gravely disabled (unable to care for yourself).
  - c. In cases of child abuse or suspected child abuse.
16. Give an opinion about FBH or its providers to the state or federal government or to the media without it causing any adverse (bad) effects on how we provide services.
17. Be free from restraint or seclusion (isolation). These cannot be used to force you to do something, to discipline you, to retaliate (react) against you, or for the convenience of the provider.
18. Receive prompt (quick) notice when your services have ended or when there are changes in your services or providers.
19. Get help understanding your rights and filing a grievance (complaint) or appeal.
20. File a grievance (complaint) about any part of your services.
21. Appeal the denial or reduction (lowering) in the type or level of service that you request or that is provided to you.

22. Be free to exercise (use) all of your rights. FBH, its providers, or the State cannot treat you differently because you exercise your rights.
23. Know that sexual intimacy in a professional relationship is never appropriate. You should 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.

**You have the responsibility to:**

1. Be involved in writing your service plan.
2. Tell your provider if you do not understand or do not agree with the plan.
3. Give your treatment team all of the information they need so that all of you can make the best decisions about your care.
4. Arrive on time for appointments.
5. If you cannot make an appointment, call ahead of time and set up another appointment.
6. Treat staff and other consumers with the same courtesy you expect.

If you have any questions or complaints about your rights, call the FBH OCFA at 303 432-5955. Or call the FBH OCFA Local Advocate at either Jefferson Center (303 432-5047) or the Mental Health Center Serving Boulder and Broomfield Counties (303 413-6204). If you have a complaint about your protected health information under the **Health Insurance Portability and Accountability Act (HIPAA)**, call FBH at 303 432-5950. Also, you may write to:

United States Department of Health and Human Services  
Office for Civil Rights  
200 Independence Ave. S.W., Room 515F  
Washington, D.C. 20201