



## BEHAVIORAL HEALTH BENEFICIARY RIGHTS

### BENEFICIARIES OF CONTRA COSTA BEHAVIORAL HEALTH SERVICES ARE ENTITLED TO:

- Be treated with respect and with consideration for their dignity and privacy.
- Services provided in a safe environment.
- Receive information on available treatment options and alternatives and have them explained in a manner they can understand.
- Participate in planning their treatment and refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Request access to their medical records and the ability to request that they be amended or corrected.
- Confidential care and record keeping.
- Informed consent to treatment and prescribed medication(s), including potential side-effects.
- Free language services when their primary language is not English.
- Have access to indicated and appropriate health care services (in accordance with CFR, Title 42, Section 438.206-210).
- Free aids and services for those with disabilities to help them communicate better.
- File a grievance, appeal or expedited appeal regarding services.
- File a request for a State Hearing in any of the following situations:
  - Mental Health Services:**
    - They filed an appeal and received an appeal resolution letter telling them that their appeal request was denied.
    - Their grievance, appeal or expedited appeal wasn't resolved in time.
      - If they didn't receive a Notice of Adverse Benefit Determination, they may file for a State Hearing at any time.
  - Substance Use Disorder Services:**
    - They filed an appeal and received an appeal resolution letter telling them that your appeal request was denied.
    - Their grievance, appeal or expedited appeal wasn't resolved in time.
    - The County Plan doesn't provide services to them based on the timelines the county has set up.
- Authorize a person to act on their behalf during the complaint, grievance, or State Hearing process.
- Request a change of therapist, a second opinion, or a change in level of care.
- Have consideration of a problem or concern about services by the person or agency providing their care.