



PsychHealth Care Management, LLC

MEMBER'S RIGHTS AND RESPONSIBILITIES

PsychHealth Care Management, LLC. (PsychHealth)- a network of practitioners and providers, coordinate behavioral health services meeting the needs for mental health and substance use disorder care. We support human rights. We respect and protect the rights of our members, their guardians and/or their representative without discrimination. The services we coordinate and manage support and respect member's dignity, worth, confidentiality and privacy.

The member is the center of this Care Team. PsychHealth understands that members are entitled to certain rights and have responsibilities as part of the Care Team. They are:

- You have the right to be treated with non-discrimination, respect, dignity, and right to privacy.
- You have the right to be informed of and receive facts and make recommendations regarding the organizations policies on your health care rights and responsibilities.
- You have the right to receive facts about PsychHealth; PsychHealth policies, services, practitioners, providers, and accepted clinical guidelines for care.
- You have the right to receive quality care.
- You have the right to receive a care plan.
- You have the right to join in with your care team and to make decisions about your care plan. (Be informed about health problems, treatment options, and possible outcomes)
- You have the right to a candid discussion in plain language about treatment options, costs and benefits. This includes options that may be higher priced or are not covered benefits.
- You have the right to be treated in the least restrictive setting.
- You have the right to voice concerns, register complaints or appeals about PsychHealth or the care provided.
- You have the right to get timely responses to your concerns, complaints, or appeals.
- You have the right to confidentiality of services and privacy of records as required by law.
- You have the right to your Health Records and you can ask to make changes, request facts on who has received them. (HIPAA privacy laws applied)
- You have the right to get and make suggestions about our Rights and Responsibilities Policy.
- You have the right to have a family member, support person, or other person present, involved in treatment decisions, or make health care decisions, as permitted by law.
- You have the right to an interpreter and /or translation services.





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- You have the right to request, accept or refuse care, treatment or services and be informed of the clinical impact and possible outcomes if you refuse care.
- You have the right to change a provider or obtain a second opinion.

You and/or your family member, support person, or other person acting on your behalf have the responsibility to:

- Provide correct and complete information about yourself and your health, including your current contact information, medical and behavioral health complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), alcohol and drug use and any other information you think your caregivers need to know in order to provide care.
- Share your thoughts on a care plan that you accept.
- Follow plans and instructions for the care plan you have agreed to with your providers
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- Share concerns and expectations in your care, including your pain or safety needs
- Respect the rights, property, privacy, dignity, and confidentiality of others
- To discuss your Patient Rights and Responsibilities, please contact the Quality Department at PsychHealth Care Management, LLC.

