TREATMENT RIGHTS AND RESPONSIBILITIES IN COLORADO BEHAVIORAL HEALTH TREATMENT PROGRAMS

You Have the Right To:

- Be free from discrimination on the basis of physical or mental disability, race, ethnicity, socio-economic status, age, religion, gender expression, gender identity, sex, sexual orientation, culture, and/or languages spoken.
- Be treated with dignity and respect.
- Be told what your diagnosis means.
- Get information about your treatment choices so that you can understand.
- Take part in decisions about your treatment.
- Refuse any drug, test, procedure, service or treatment and to be informed of risks and benefits of this action; except as stated in law.
- Have a service plan for your treatment with your input and consent.
- Be told about medications you take, and their side effects.
- Get treatment from providers who are competent and who understand your culture and have care delivered by SummitStone in accordance with your needs.
- Be informed of your provider(s)' name(s) and credentials and receive continuing care by the same provider, whenever possible.
- Expect that SummitStone will make every effort to meet your identified and reasonably anticipated care, treatment, and service needs once admitted.
- Make a Medical or Behavioral Health Advance Directive and expect your directions to be followed.
- Be free from any action by your provider to control you, make you do something, discipline you through any form or restraint or seclusion, or take away your rights.
- File a complaint and get help to file it, about the services you are receiving, the denial of services, or violation of treatment rights.
- Get services such as translation or oral interpretation of the language you speak, signing if you are deaf or hard of hearing, audio or large print if needed for poor vision.
- Ask for and get a copy of your records, and request that they be changed or corrected.
- Get information about your mental health and/or addiction treatment benefits and how to use them.
- Have the right to keep and use your own money, clothes, and belongings after you are admitted onto a unit or discharged.
- Any other rights under state or federal law.
- Be informed of requirements regarding the Confidentiality of Substance Use Disorder Treatment Patient Records for Substance Use Disorder Services.
- Be considered for re-admission to the SummitStone without prejudice from previous treatment experiences at this or any other treatment facility.
- Have your rights explained to you in a language you can understand and be given a copy of your rights as part of the intake/ admission process.
- Be free of physical abuse, sexual abuse or harassment, physical punishment, psychological abuse including humiliating, threatening, exploiting actions, and financial abuse.
- Be informed about whether SummitStone is participating in any teaching programs.
- Be informed of, and consent, to any clinical trial.
- Receive a copy of an itemized bill and/or SummitStone general billing procedures upon request.
- Know whether SummitStone or its providers have any financial interest in any entity that we may refer you to.
- Access emergency services. There are crisis services available 24-hours a day, seven days a week, and 365 days a year through SummitStone, your local hospital's Emergency Room, or via the Colorado Crisis line at (844) 493-8255.

Medicaid Managed Care clients also have the additional rights to:

- Get written information about SummitStone, its services and network providers.
- Choose a provider from the provider network.
- Request that a specific provider be considered for inclusion in the network.
- Express an opinion about SummitStone's services to regulatory agencies, legislative bodies, or the media without harmful effect to your services.
- Request an External Review when a Second Level Internal Review results in a denial of services.

You have the responsibility to:

- Follow your plan of care and participate in treatment.
- Tell your doctor or therapist if there is something in your service plan that you do not understand.
- Give your therapist or doctor the information he or she needs to give you good care.
- Come to your appointments on time. Call ahead (970) 494-4200, if you are unable to keep an appointment.
- Let us know when you change your address or phone number.
- Treat others with the same courtesy and respect that you expect to be treated.

These rights apply to all clients receiving voluntary services, and shall apply to clients receiving involuntary services as appropriate

CONFIDENTIALITY
WHO TO CONTACT WITH CONCERNS OR COMPLAINTS?

Any information about your mental health is called “Protected Health Information,” or PHI. We will only use your PHI to make sure that you get good behavioral health care and for activities of payment. For example, we can only use PHI:

- To follow your plan of care and participate in treatment.
- For treatment. We may share your health information with those who are involved in providing your health care.
- For coordinating your care between providers. For coordinating care between a provider and an insurance company.
- To communicate with providers who have given you services so we can pay claims.
- To look at how our members use services. This helps us to provide better care.
- When required by law. We will share PHI when federal, state, or local law requires it. We will share PHI if we get a court order or if your records are subpoenaed.
- To collect data about disease or injury to report it to a public health authority.
- To avoid a serious threat to health or safety. We may share PHI with law enforcement or other persons if we think it will prevent or reduce the threat of harm.

What if you have problems with services or your rights are not respected?

SummitStone cares about you and the quality of your behavioral health services. We work hard to give you the best care. We always try to improve the way we serve you and want your feedback about how we are doing.

We also know that problems happen. If you are unhappy with any part of your service, you have the right to file a grievance (complaint).You also have the right to appeal any action (decision) that you disagree with. Contact:

The local Advocate at
SummitStone Health Partners:
via email at clientadvocate@summitstonehealth.org or calling (970) 829-2852

Medicaid clients may also call
Rocky Mountain Health Plans
Member Relations:
(970) 221-8508 or toll-free, (844) 880-8508

Medicaid Ombudsman:
(303) 830-3560 or toll-free, (877) 435-7123

Colorado Medicaid is managed by
Department of Health Care Policy and Financing
1570 Grant St., Denver, CO 80203
(303) 866-3513, or toll-free 800-221-3943

to Concerns regarding the practice of **mental health Services** may be addressed to the
Behavioral Health Administration
via email at CDHS_BHA_complaint@state.co.us
or calling (303) 866-7191

Legal protection and advocacy for people with disabilities:
Disability Law Colorado
455 Sherman St., Suite 130, Denver, CO 80203
288-1376

Concerns regarding the practice of licensed
addictions treatment programs:
Behavioral Health Administration
via email at CDHS_BHA_complaint@state.co.us or calling
(303) 866-7480
and/or
Signal Behavioral Health Network – Clinical Director
455 Sherman St., Suite 455, Denver, CO 80203
(303) 639-9320

Colorado Department of Public Health and Environment
4300 Cherry Creek Dr. S., Denver, CO 80246
(303) 692-2000, or toll-free 800-886-7689

The practice of both licensed and unlicensed persons in the field of psychotherapy is regulated by the **Department of Regulatory Agencies (DORA).** Concerns may be addressed the Grievance Board:
Department of Regulatory Agencies, Mental Health Section
1560 Broadway, Room 1350, Denver, CO 80202
(303) 894-7800

HIPAA privacy complaint information:
Secretary, U.S. Department of Health and Human Services,
Office of Civil Rights
200 Independence Ave., S.W., Room 515 F, HHH Bldg.
Washington, D.C. 20201(303)722-0300, or toll-free 800-