

SECTION III

YOUR RIGHTS AND RESPONSIBILITIES

It is important to know your rights and responsibilities. Some of these rights are about your services. Some are about you. You also have responsibilities.

YOUR RIGHTS

You have the right to:

- Be treated with dignity and respect.
- Have your privacy respected.
- Have an independent advocate.
- 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 treatment, except as stated in law.
- Have a service plan for your treatment with your input.
- Get a second opinion without a fee.
- Be told about the medications you have to take, and their side effects.
- Get treatment from people who are competent and who understand your culture.
- Make an 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 special services such as translation or oral interpretation of the language you speak, signing if you cannot hear well, audio or large print if you cannot see well.
- Ask for and get a copy of your records, and request that they be changed or corrected.
- Choose a Care Coordinator (provider) or ask that one be added to the network.
- Be told about stopped services, or changes to your services or Care coordinators.
- Be free to use all of your rights and state an opinion about NBH services. You can talk to regulatory agencies, legislative bodies, or the media. NBH cannot take away or change your services.
- Get information about your mental health benefits and how to use them.
- Any other rights under state or federal law.

Your Responsibilities:

- Keep your appointment, or call to cancel or change if you cannot get to it.
- Take medications as they are written for you.

- Ask questions when you don't understand or need more information.
- Make goals that will help you in your recovery.
- Use other community services that could also help you.
- Tell your Care Coordinator if you are having any symptoms, or are not feeling well.
- Tell the medical staff if your medications are making you feel worse since you started taking them.
- Treat your Care Coordinator and other staff, as you would like to be treated.
- Know your rights, and understand how to use the complaint process.
- Protect the privacy and confidentiality of others.
- Give providers the information they need to help you better.
- Follow the requirements of NBH as described in the Member Handbook.
- Tell NBH of any third party insurance including Medicare.

There may be other things you can do that help you be successful in dealing with your mental health issues.

How can I get a Second Opinion?

Sometimes you may not agree with the clinical evaluation or diagnosis. We hope you will ask your Care Coordinator to get a second opinion for you. It will not cost you anything to get a second opinion from NBH staff or a qualified person within the NBH network. We can also talk with you about other ways to get a second opinion. Call toll free at 1-888-296-5827 to get one. Reports from the person giving the second opinion will become a part of your clinical record.



WHAT IS AN ADVANCE DIRECTIVE?

Advance Directives are written orders. You write them while you feel well about what you want to happen to you in the future. You tell others what to do if you can't make a decision about your care.

Some types of medical Advance Directives are:

- Medical Durable Power of Attorney: naming a person you trust to make medical decisions for you if you cannot speak for yourself.
- Living Will: telling your doctor to stop giving you life-support if you are terminally ill or unconscious for at least a week.
- CPR Directive: telling medical workers not to revive you if your heart or lungs stop.

If you decide you would like to make an Advance Directive, your Care Coordinator can help you find someone who can help. If you have an Advance Directive, you should give a copy to your Care Coordinator. The copy you give to your Care Coordinator will

be in your file. We will follow your instructions.

NBH will comply with state law about Advance Directives. You will get a copy of NBH's brochure about Advance Directives at your intake appointment. You can also ask for a copy of the brochure by calling the Office of Consumer and Family Affairs at 1-888-296-5827 or 970-347-2367.

The brochure will tell you your rights under Colorado Law. It will tell you about NBH policy.

If you think that NBH is not following your Advance Directive, you can complain to the Colorado Department of Public Health and Environment at 303-455-1420.

Privacy of your mental health information

You have a right to privacy about your treatment.

State Privacy Rights:

The State of Colorado regulates privacy rights. The right to privacy does have exceptions. These are:

- Care Coordinators on your treatment team can share information with one another to assure that you are provided the best services. They will need to share information to make referrals for you. They can contact others to get information in emergency situations.
- The court can require information to assure that your rights are properly protected.
- The court can order NBH to provide information to others. You will be told about the order and you can protest.

Remember, if you want others to receive information quickly and easily in order to help you, it is a good idea to have a signed release form in your file.

Federal Privacy Rights

- The right to receive a Notice of Privacy Rights from your Care Coordinator.
- The right to request to obtain a copy of your file.
- The right to request a change in your file.
- The right to receive a list of releases of your file.
- The right to request different ways of receiving information from your Care Coordinator.

What does privacy mean?

Privacy means that information about your treatment cannot be shared with anyone unless you approve it. You must sign a Release of Information to let your information be shared with others. There are some exceptions in federal and state regulations.

More detailed information of these federal rights is in the Notice of Privacy Rights. You can find this notice at the back of this handbook. You can ask for a copy of the notice at any time.