
Your Rights & Responsibilities

You will be given a copy of your rights when you enroll in Medicaid. Please read them and ask any questions you may have.

You have the right to:

- Be treated with respect and dignity.
- Have your privacy protected.
- Develop a plan of care and services which meets your unique needs.
- Participate in decisions regarding your mental health care.
- Receive services in an easily accessible location.
- Request information about names, locations, phone numbers and languages for local agencies.
- Receive the amount and duration of services you need.
- Request information about the structure and operation of GCBH.
- Services within 2 hours for emergent care and 24 hours for urgent care.
- Receive age and culturally appropriate services.
- Be provided a certified interpreter and translated material at no cost to you.
- Understand available treatment options and alternatives.
- Refuse any proposed treatment consistent with requirements in the Involuntary Treatment Act.
- Receive care which does not discriminate against you, and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation.
- Be free of any sexual exploitation or harassment.
- Receive an explanation of all medications prescribed and possible side effects.
- Make an advance directive, which states your choices and preferences for mental health care.
- Receive quality services that are medically necessary.
- A second opinion from a community mental health agency (CMHA) within the Service Area. If an additional CMHA is not currently available within the network, the Contractor must provide or pay for a second opinion provided by a CMHA outside the network at no cost to the Enrollee. The CMHA providing the second opinion must be currently contracted with an RSN to provide mental health services to Enrollees. The appointment for a second opinion must occur within 30 days of the request. The Enrollee may request to postpone the second opinion to a date later than 30 days.
- File a grievance with your agency or GCBH.
- Receive timely and adequate Medicaid covered mental health services from an agency not contracted with the RSN, if an RSN agency cannot provide them. Such “out of network” services are available only until an RSN agency can provide them.

Your Rights & Responsibilities continued...

- Choose a participating mental health care provider or choose one for your child who is under thirteen years of age.
- Change mental health care providers during the first thirty days of enrollment with the mental health prepaid health plan/RSN and once during a 12 month period for any reason.
- File a request for an administrative (fair) hearing or appeal.
- Request and receive a copy of your medical records, at a reasonable fee, and ask for changes.
- Be free from retaliation.
- Be free from any form of restraint or seclusion used as a means of coercion or discipline.
- Confidentiality.
- Be informed that research concerning consumers whose cost of care is publicly funded must be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects.
- Discuss a concern with the Ombuds Service, GCBH, or provider if you believe your rights have been violated. If you discuss a concern or file a grievance or an appeal, you must be free of any act of retaliation. The Ombuds may, at your request, assist you in resolving your concerns.
- Appeal any denial, termination, suspension or reduction of service as the result of a GCBH Notice of Action and to continue to receive services at least until your appeal is heard by an Administrative (Fair) Hearing Judge.

You have the responsibility to:

- Provide the information needed for your care.
- Understand your mental health.
- Follow the plans for care that you have agreed to with your doctor, nurse, therapist and/or case manager.