

## AdultSpan PC Client Rights

As a client you have the right to:

- be treated with dignity and respect
- receive the behavioral services you need in a convenient place and time
- ask for a therapist who understands your language and culture
- learn about the mental health and substance abuse services in your program
- get information about your illness and treatment
- participate in decisions about your treatment
- receive information on available treatment options and alternatives
- request and receive information about your insurance (e.g., Magellan)
- choose an accessible service provider from your insurance (e.g., Magellan's network)
- change your service provider if you are unhappy with your current provider
- ask questions and get answers before and during treatment
- refuse treatment and get an explanation of what may happen if you do refuse
- make a grievance about your services and get a timely answer
- ask for a fair hearing
- privacy and confidentiality, including to allow or refuse the release of information, except when release is required by law
- receive copies of your records and request that records be amended or corrected
- make an Advance Directive
- freely exercise your rights without affecting how you're treated
- get a second opinion when appropriate
- file an appeal or grievance about an insurance action or decision – (Medicaid only: You can request a fair hearing from DHHS if you are not satisfied with the outcome of your appeal.)
- be free from restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.

### Client Responsibilities

Members of Magellan's programs also have these responsibilities to:

- treat others with dignity and respect
- take your insurance ID card to all appointments
- learn about your mental health and substance abuse services and receive those services from an insurance service provider
- tell your service provider about symptoms and to ask questions
- be part of the treatment team
- tell your service provider if you do not agree with recommendations
- tell your doctor or therapist if you want to end treatment
- tell your service provider about your medical doctor
- be at appointments on time and to call ahead if you must cancel
- learn about insurance procedures and follow them
- take medication as prescribed and to tell your doctor if there is a problem
- pay for any mental health or substance abuse services that are not covered
- take part in Medicaid program surveys

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Client's Signature (or Guardian)

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Date