

Consumer Rights

Behavioral HealthCare, Inc. strives to maintain a mutually respectful relationship with consumers. Consumers will be treated in a manner that respects their rights. Consumer Rights are available in Spanish. Please contact BHI at (720) 490-4400 to ask for a copy.

Your Rights as a Consumer

As a consumer of mental health services within the BHI network, you and your family members can expect to be treated in a manner that respects and supports the following rights:

Member Rights

Your rights as a member of BHI include:

- To be treated with respect and consideration for your dignity and privacy.
- To participate in decisions about your health care, including the right to refuse treatment, except as provided by law.
- To request that a specific provider be considered for addition to the BHI provider network.
- To receive info on your treatment options and alternatives, told to you in a way you can understand.
- To be free from restraint and seclusion used as a means of coercion, retaliation, discipline or convenience.
- To share in decisions about your mental health care. This includes the right to refuse treatment, except when required by law.
- To request and receive your treatment records. You can request that they be changed or corrected in accord with federal regulations.
- To freely use your rights without worrying about an adverse response by BHI, your provider or the State.
- To receive info in a manner and format that you can understand.
- To receive a second opinion and to be informed of the steps for asking for one.
- To be told right away if your care or provider is changed or stopped.
- To share your concerns about BHI's care to government agencies, or the media without any adverse effects on your care.
- To have an outside advocate.*
- To receive culturally proper and skilled care from your providers.
- To receive help if you have trouble communicating or if you do not speak English.
- To file grievances (complaints) and appeal actions taken by BHI
- To request and receive the info contained in this letter every year.
- To receive info in a way you understand, about:
 - Your mental health benefits
 - Your rights
 - How to access care
 - How to file a grievance and appeal an action
 - Any changes in your benefits, and
 - Other info related to your mental health plan.

*** Ombudsman for Medicaid Managed Care provided through MAXIMUS. Call 303-830-3560 or toll-free at 1-877-435-7123. TTY: 1-888-876-8864.**

If you have any questions about consumer rights or information written here, please contact a member of the BHI Office of Consumer and Family Affairs:

BHI Office of Consumer and Family Affairs

155 Inverness Drive West #201
Centennial, CO 80112
Phone (720) 490-4400
Fax (720) 490-4395