



As a member of BHI you have the right:

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

### ***Member Responsibilities***

Because you are a partner in your care, you also have certain responsibilities. Following through on these responsibilities will help ensure you get the best care possible.

- Tell your therapist or doctor if you do not understand your service plan. You should tell him/her if you do not agree with your service plan
- Give your doctor or therapist the information that he or she needs to give you good care
- Come to your appointments on time. You should call the office if you can't keep your appointment.

*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

Englewood, CO 80112

Phone (720) 490-4400

Fax (720) 490-4395



**Behavioral**  
HealthCare, Inc.