

## Medicaid Member Rights

You have the right to:

- Get mental health care regardless of your race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability.
- Get information on the Prepaid Mental Health Plan that is easily understood.
- Be treated with respect and dignity.
- Have your privacy protected.
- Get information on all treatment choices in a way that is clear and you can understand.
- Receive information on the Prepaid Mental Health Plan in a language and format that is easily understood.
- Take part in treatment decisions about your mental health care, including the right to refuse treatment.
- Be free from restraint or seclusion if it is used these ways:
  - To coerce (force) or discipline;
  - As a reaction (to retaliate) or for convenience;
  - As specified in Federal regulations on the use of restraint and seclusion.
- Get a copy of your mental health record. You may also ask that it be amended or corrected.
- Get mental health or substance abuse covered services in the amount you need and when you need them.
- Be free to use your rights at any time and not be treated badly by the County, by Optum, or by your Provider if you do. If you have been treated unfairly or discriminated against for any reason, please call any of the numbers listed below:
  - Optum Compliance Manager: 1-877-370-8953
  - Medicaid's Constituent Services: 1-877-291-5583
  - The Federal Office for Civil Rights: 1-800-368-1019, [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov) (email), [hhs.gov/ocr](http://hhs.gov/ocr) (web site), or 1- 800-537-7697 (TDD)

