



### III. Member's Rights and Responsibilities

#### MEMBER RIGHTS

You have the right to:

- Be treated with dignity, respect and privacy;
- Get care in a timely manner;
- Exercise your rights without it affecting how you are treated by the CT BHP and/or a Provider;
- Choose or change your behavioral health provider from a list of CT BHP providers;
- Review your medical records with your provider and/or request a copy of your medical records from your provider;
- Take part in decisions about your care; develop and participate in treatment planning;
  - Refuse treatment, except when that treatment is required by law;
  - Receive information on available treatment options and alternatives;
  - Be informed about services, benefits, and how to access care;
  - Talk to your provider regarding the right to medically necessary treatment options regardless of cost or benefit coverage;
  - Receive a second opinion;
- Request services designed to meet your cultural needs and receive services without regard to race, color, religion, sex, sexual orientation, age or ethnic background;
- Appeal if you disagree with a decision made by CT BHP about your care;
- Make a complaint or a grievance about CT BHP staff, services or the care given by providers;
- Make recommendations about our Members' Rights and Responsibilities Policies;
- Request information and an explanation about any bill or charge, no matter who is making the payment;
- With your permission, have a person of your choice speak for you with any CT BHP employee;
- Get a copy of the Notice of Privacy Practices from either the CT BHP office, its web site, or have it mailed upon request;
  - Get a copy of your Protected Health Information (PHI), subject to certain limitations;
  - Have information about your diagnosis and treatment kept confidential to the extent allowed by law, unless you provide written consent for release of such information;
  - Ask to correct or change your PHI or to restrict how your PHI is used or disclosed;
  - Ask for and get a report of when your PHI was shared by us or by our business associates (that is, information that is shared not for treatment, payment, or healthcare reasons and where you have not specifically authorized release);
- Get the names and titles of CT BHP staff members.

## MEMBER RESPONSIBILITIES

As a partner in your care, your **responsibilities** are to:

- Respect the dignity and privacy of others;
- Give your provider or facility information that they need to serve you better;
  - Work with your provider to develop a treatment plan and ask questions when you do not understand your treatment;
  - Follow the treatment plans you developed with your provider;
  - Tell your provider if you do not agree with your treatment plan;
  - Contact your provider if you want to stop your treatment;
- Keep your appointments with your provider, or contact your provider if you need to cancel or reschedule your appointment, preferably at least 24 hours in advance of the appointment;
- Call the CT BHP if you move and change your address/phone number;
- Call the CT BHP if you have questions about your responsibilities;
  - If you are hearing impaired, call the TTY number (866) 218-0525.

### YOUR QUESTIONS, CONCERNS AND OPINIONS MATTER TO US...

As a CT BHP member, you have the right to speak to us at any time.  
Please call us at (877) 552-8247.

If you would like more information about the CT BHP, or would like to express your opinion, feel free to contact us! Please don't wait; share your thoughts with us right away. No question or concern is too small. Remember, your feedback and active involvement will truly help you get the most out of your care. Most concerns can be solved quickly and informally. In rare situations you may want to use more formal ways to solve your concern.

## CONFIDENTIALITY OF PROTECTED HEALTH INFORMATION

Protected Health Information (PHI) is personal health information about you or a family member. It includes for example: name, address, phone number, patient identifier, description of a health condition, healthcare provider, employer, health plan or healthcare-clearinghouse (an independent data warehouse). We keep PHI about members and use this information in the following manner:

- To coordinate your care among providers, or between a provider and an insurance company;
- When needed, to insure that claims are paid to your provider. A release of information may be requested and shared with your providers for that purpose;
- To look at how our members use services in an effort to provide better care;
- When the law requires it, we will share PHI if we get a court order or if your records are subpoenaed (asked for by a court);
- When we have to collect information about disease or injury. We share PHI to give facts to the CT Public Health Authorities;
- In order to help to prevent a major threat to health or safety.