



MULTNOMAH COUNTY VERITY MEMBER RIGHTS AND RESPONSIBILITIES



YOU HAVE THE RIGHT TO:

- Be treated with respect, courtesy, and dignity
- Be given information about mental health needs and treatment and have this information explained in a manner that is understandable to the member
- Participate in choosing a mental health provider
- Refer oneself directly to a provider for Covered Services without first having to gain approval from another provider
- Have access to Covered Services and obtain covered Preventive Services, which at least equals access available to other persons served by provider
- Participate in planning and decisions about treatment including information about his/her condition and covered/non-covered services to allow an informed decision about proposed treatment(s)
- Have a friend, family member, or advocate present during appointments and at other times as needed within clinical guidelines
- Talk to provider and expect that what is said will be kept confidential
- Have a clinical record maintained which documents conditions, services received, and referrals made
- Have access to one's own clinical record, unless restricted by statute and to request that the record be amended or corrected as specified in 45 CFR part 164
- Have a copy of his/her clinical record transferred to another provider
- Get mental health care without a long delay
- Receive information about rights, responsibilities, benefits available, how to access services covered by VERITY and what to do in an emergency
- Provide consent to treatment or refuse care and talk with provider about what this might mean
- Receive necessary and reasonable services to diagnose the presenting condition
- A second opinion, at no cost from a qualified healthcare professional within the network or outside the network if a qualified healthcare professional is not available
- Know how to make a complaint or file a grievance about your provider to VERITY or about VERITY and receive a timely response
- Request a Department of Human Resources hearing, including an Expedited Hearing if they feel the problem is urgent or emergent and cannot wait for the normal hearing process
- Request Continuation of Benefits until a decision in a hearing is rendered, however, the member may be required to repay any benefits continued if the issue is resolved in the favor of Verity
- Receive mental health care regardless of age, race, religion, national origin, gender, or sexual orientation
- Receive emergency mental health care 24 hours a day, 7 days a week
- Change primary mental health provider
- Have someone to help talk to provider if language interpretation is needed, or are hearing or speech impaired at no cost to the consumer. An interpreter can be available during appointments and in dealing with VERITY.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Receive in writing, a 30-day notice in a readable format, when a Service or benefit is cancelled reduced or changed. This is called a Notice of Action.
- Appeal when a service has been denied if they are the person consenting to treatment
- Receive a notice of an appointment cancellation in a timely manner
- Execute a statement of wishes for treatment, including the right to accept or refuse treatment and the right to execute directives and powers of attorney for health care established under ORS 127 as amended by the Oregon Legislative Assembly 1993 and the OBRA 1990-Patient Self-Determination Act

VERITY MEMBERS HAVE THE RESPONSIBILITY TO:

- Choose a mental health provider
- Help provider get old mental health records or fill out new ones
- Honestly share concerns about mental health needs
- Ask questions about things that are not clear
- Help decide treatment plan and approve the plan before it starts
- Treat provider and VERITY staff with respect and courtesy
- Keep appointments and be on time. Call provider when late or can't keep the appointment.
- Bring DMAP Medical Care ID whenever care is needed
- Pay their monthly OHP Premium on time if so required
- Use only selected provider for mental health needs, in an emergency, services from someone else may be needed
- If emergency mental health services are used when out of the area, members must let VERITY know within three days
- Tell provider if there are changes to address or phone number

These Member Rights and Responsibilities are in accordance with OAR 410-141-0320