

RIGHTS AND RESPONSIBILITIES

As a consumer of behavioral health services in Armstrong/Indiana Counties you have:

- The *right* to be treated with dignity and respect.
- The *right* to privacy concerning medical records and conversations with people who give you care.
- The *right* to choose providers from a Carelon providers list.
- The *right* to receive services without regard to race, color, religion, sex, sexual orientation, age, or ethnic background.
- The *right* to see your medical records and discuss them with your provider.
- The *right* to make a complaint or file a grievance about your care or the services you receive without any type of punishment or retaliation.
- The *right* to take part in decisions about your care.

Carelon members also have *responsibilities*, which are important to know to assure quality care. They are listed in the Carelon Member Handbook, available from Carelon.



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BEHAVIORAL HEALTH
OMBUDSMAN/
ADVOCATE
PROGRAM

Addressing Complaints and Grievances
Through Outreach, Education, Advocacy,
and Support.



A Behavioral Health Ombudsman/Advocate is...

A person who can provide you with information about managed care and help you with filing complaints and grievances with your MCO or your provider.

Who uses Ombudsman Services?

Consumers of behavioral health services in Armstrong or Indiana Counties, including those having Carelon as their behavioral health insurance company. Carelon manages behavioral health services for **HealthChoices** members, who have Medical Assistance insurance coverage under **UPMC for You, Highmark Wholecare (formerly Gateway Health), Geisinger, Health Partners, and Amerihealth Caritas PA**. The Ombudsman program serves adults, children, teens and their parents.

An Ombudsman helps by...

- Providing managed care information.
- Educating on rights and responsibilities.
- Documenting concerns.
- Assisting in solving problems and seeking remedies.
- Helping to resolve issues through complaint and grievance procedures.

You should contact an Ombudsman...

- To discuss concerns about treatment, care, and services.
- To get questions answered.
- To obtain help filing a complaint or grievance with Carelon Member Services.

How do you contact an Ombudsman?

By phone:

(724) 834-6351 ext. 117

Out of area calls:

1-800-871-4445 ext.117

Or clip and mail:

I would like to be contacted by the ombudsman/advocate:

Name:

Phone:

Best days and times to reach me:

Mail to:

**BHO/A Program
Mental Health America
409 Coulter Ave. Suite 4
Greensburg, PA 15601**

*All services are FREE of
CHARGE and CONFIDENTIAL*