



**A Client has both rights and responsibilities.**

**Clients have the right to**

- Be treated with respect and recognition of their dignity and right to privacy
- Receive care that is considerate and respects their personal values and belief system
- Personal privacy and confidentiality of information
- Receive information about their managed care company's services, practitioners, clinical guidelines, quality improvement program and patient rights and responsibilities
- Reasonable access to care, regardless of their race, religion, gender, sexual orientation, ethnicity, age or disability
- Participate in an informed way in the decision making process regarding their treatment planning
- Discuss with their mental health professional appropriate or medically necessary treatment options for their condition regardless of cost or benefit coverage
- Have family members participate in treatment planning and, if over the age of 12, to participate in such planning.
- Individualized treatment, including: adequate and humane services regardless of the source(s) of financial support, provision of services within the least restrictive environment possible, an individualized treatment or program plan, and the periodic review of the treatment or program plan
- An adequate number of competent, qualified and experienced professional clinical staff or referrals to supervise and carry out the treatment or program plan
- Participate in the consideration of ethical issues that arise in the provision of care and services, including: Resolving conflict, Withholding resuscitative services, Forgoing or withdrawing life-sustaining treatment, participating in investigational studies or clinical trials
- Designate a surrogate decision maker if they are incapable of understanding a proposed treatment or procedure or are unable to communicate their wishes regarding care
- Be informed, along with my family, of my rights in a language I/we understand
- Voice complaints or appeals about their managed care company, provider of care or privacy practices
- Make recommendations regarding their managed care company's rights and responsibilities policies
- Be informed of rules and regulations concerning their own conduct
- Be informed of the reason for any utilization management adverse determination including the specific utilization review criteria or benefits provision used in the determination
- Have utilization management decisions based on appropriateness of care.
- Request access to their Protected Health Information (PHI) or other records that are in the possession of their managed care company
- Request to inspect and obtain a copy of their PHI, to amend their PHI or to restrict the use of their PHI, and to receive an accounting of disclosures of PHI

**Clients are responsible for:**

- Providing (to the extent possible) their treating clinician and managed care company with information needed in order to receive appropriate care
- Following plans and instructions for care that they have agreed on with their treating clinician
- Understanding their health problems and participating, to the degree possible, in developing, with their treating clinician, mutually agreed upon treatment goals
- Make regular appointments as needed and keep all appointments (providing more than 24 hour notice of appointment cancellation).