

YOUR RIGHTS AS A BEHAVIORAL HEALTH CLIENT

As a person who receives behavioral health services, you have the right to:

- Be treated with respect, dignity, and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises.
- Receive services without regard to race, creed, color, national origin, religion, gender, sexual orientation, age, religion, or disability.
- Practice the religion of your choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice.
- Have your privacy protected.
- Develop a plan of care and be offered services that meet your unique needs.
- Participate in decisions regarding your mental health care.
- Receive services in a barrier-free accessible location.
- Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, or cultural differences.
- Be free of any harassment or exploitation, including but not limited to physical abuse, financial exploitation, and sexual harassment or exploitation.
- Receive the amount and duration of services you need.
- Request information about the structure and operation of the agency.
- Receive emergent or urgent care.
- Receive crisis services and a list of crisis phone numbers.
- Be free from the use of seclusion or restraints except as allowed under law in secure treatment facilities.
- Receive age and culturally appropriate services.
- Be provided a certified interpreter and translated material at no cost to you.
- Understand available treatment options and alternatives.
- Refuse any proposed treatment.
- Receive an explanation of all medications prescribed, including expected benefits and possible side effects.
- Be informed of your right to create and maintain a mental health advance directive, receive help in creating and maintaining one, and decide who will make medical decisions for you if you cannot make them.
- Receive quality services that are medically necessary.
- Have a second opinion from a qualified health care professional.
- Choose a mental health care provider or choose one for your child who is under thirteen years of age.

- Make changes at any time to your providers or case managers and receive the services of an Ombuds in filing a grievance, appeal, or fair hearing.
- Have all clinical and personal information treated in accordance with state and federal confidentiality regulations.
- Request and receive copy of your medical records, ask for changes and be informed of the cost for copying, if any.
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections.
- Be free from retaliation.
- Request a copy of agency complaint and grievance procedures and to lodge a complaint with Valley Cities or file a grievance with your Managed Care Organization (MCO) or King County Behavioral Health and Recovery Division (KC-BHRD) at any time if you believe your rights have been violated.

Organization	Phone number
Amerigroup	1-800-600-4441
Community Health Plan of Washington	1-800-440-1561
Coordinated Care of Washington	1-877-644-4613
Molina Healthcare of Washington, Inc.	1-800-869-7165
United Healthcare Community Plan	1-877-542-8997
King County Behavioral Health and Recovery Division/BH- ASO	1-800-790-8049

- File an appeal based on a King County Behavioral Health and Recovery Division (KC-BHRD) written Notice of Action for a King County Administrative Services Organization (BH-ASO) or locally funded service. File an appeal based on a written Notice of Adverse Benefit Determination for a Medicaid funded service.
- To access the King County Ombuds for help regarding your rights regardless of insurance status, income level, ability to pay and county of residence. To reach the King County Ombuds, call 1-800-790-8049 ext. 3.
- Submit a report to the Department of Health when you feel Valley Cities has violated a Washington Administrative Code (WAC) requirement regulating “behavioral health agencies.”

Client rights for those covered under BH-ASO Contracts are available on BHRD’s website <https://www.kingcounty.gov/depts/community-human-services/mental-health-substance-abuse/services/Client%20Rights.aspx>

For Medicaid funded clients, client rights are available in the Washington Apple Health: Integrated Managed Care Booklet located here in 15 languages: <https://www.hca.wa.gov/health-care-services-supports/apple-health-medicaid-coverage/apple-health-client-booklets>