

MEMBER RIGHTS AND RESPONSIBILITIES

What are my Rights as a Recipient of County START-ODS Plan Services?

As a person eligible for Medi-Cal or My Health LA, and residing in a DMC-ODS pilot program county, you have a right to receive medically necessary substance use treatment services from the County Plan. You have the right to:

- Be treated with respect, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.
- Participate in decisions regarding your substance use care, including the right to refuse treatment.
- Receive timely access to care, including services available 24 hours a day, 7 days a week, when medically necessary to treat an emergency condition or an urgent or crisis condition.
- Receive the information in this handbook about the substance use treatment services covered by the County Plan, other obligations of the County Plan and your rights as described here.
- Have your confidential health information protected.
- Request and receive a copy of your medical records, and request that they be amended or corrected as specified in 45 CFR §164.524 and 164.526.
- Receive written materials in alternative formats (including Braille, large size print, and audio format) upon request and in a timely fashion appropriate for the format being requested.
- Receive oral interpretation services for your preferred language.
- Receive substance use treatment services from a County Plan that follows the requirements of its contract with the State in the areas of availability of services, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.
- Access Minor Consent Services, if you are a minor.
- Access medically necessary services out-of-network in a timely manner, if the plan does not have an employee or contract provider who can deliver the services. “Out- of-network provider” means a provider who is not on the County Plan’s list of providers. The county must make sure you do not pay anything extra for seeing an out-of-network provider. You can contact the Substance Abuse Service Helpline or SASH at 1-844-804-7500 for information on how to receive services from an out-of-network provider.
- Request a second opinion from a qualified health care professional within the county network, or one outside the network, at no additional cost to you.
- File grievances, either verbally or in writing, about the organization or the care received.

- Request an appeal, either verbally or in writing, upon receipt of a notice of adverse benefit determination.
- Request a State Fair Hearing, including information on the circumstances under which an expedited fair hearing is possible.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Be free to exercise these rights without adversely affecting how you are treated by the County Plan, providers, or the State.

What are my Responsibilities as a Recipient of County START-ODS Plan Services?

As a recipient of County Plan services, it is your responsibility to:

- Carefully read the member informing materials that you have received from the County Plan. These materials will help you understand which services are available and how to get treatment if you need it.
- Attend your treatment as scheduled. You will have the best result if you follow your treatment plan. If you do need to miss an appointment, call your provider at least 24 hours in advance and reschedule for another day and time.
- Always carry your Medi-Cal (County Plan) ID card and a photo ID when you attend treatment.
- Let your provider know if you need an interpreter before your appointment.
- Tell your provider all your medical concerns in order for your plan to be accurate. The more complete information that you share about your needs, the more successful your treatment will be.
- Make sure to ask your provider any questions that you have. It is very important you completely understand your treatment plan and any other information that you receive during treatment.
- Follow the treatment plan you and your provider have agreed upon.
- Be willing to build a strong working relationship with the provider that is treating you.
- Contact the County Plan if you have any questions about your services or if you have any problems with your provider that you are unable to resolve.
- Tell your provider and the County Plan if you have any changes to your personal information. This includes address, phone number, and any other medical information that can affect your ability to participate in treatment.
- Treat the staff who provide your treatment with respect and courtesy.
- If you suspect fraud or wrongdoing, report it (the phone numbers are listed below).

FRAUD, ABUSE AND WASTE

Fraud, abuse and waste have a far-reaching impact by wasting millions of dollars of funds and resources that could go to providing better care to you and other patients in need.

What is Fraud?

Fraud is when someone intentionally gives false or incomplete information to deceive someone else to benefit themselves or another. For example, it may be fraud for your substance use treatment provider to intentionally bill for services you did not receive or need, or for you to use someone else's social security number to qualify for Medi-Cal.

To avoid and help prevent health care fraud:

- Do not let anyone borrow your ID card or social security card
- Do you give anyone your ID card number or social security number to anyone except your physician, health care provider or health plan
- Do not sign a blank forms such as sign-in sheets for services that you did not receive or for dates in the future or insurance claims forms
- Do not accept money or gifts in exchange for participating in services that you do not need or that you do not receive
- Be wary of offers for free medical services in addition to Medi-Cal services in exchange for your ID card
- Report actions that do not seem right to you

What is Abuse and Waste?

Abuse and waste are intentional or careless actions that result in unnecessary costs to our programs. Abuse could include excessively using emergency rooms for non-emergency situations, requesting medical equipment you do not need for yourself, or other actions that use the program services and resources in a manner outside of the intended purpose. Waste could include prescribing more medication than is medically necessary.

What do I do if I Suspect Fraud, Abuse or Waste?

If you suspect someone is committing Medi-Cal or My Health LA fraud, abuse, or waste, contact:

- Los Angeles County, Department of Auditor Controller at 1-800-544-6861 or <http://fraud.lacounty.gov/>; and/or

- California Department of Health Care Services Fraud and Abuse Hotline at 1-800-822-6222 or <http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx>; and/or
- Department of Justice Office of the Attorney General Bureau of Medi-Cal Fraud and Elder Abuse at 1-800-722-0432.

Your call is confidential, and you will not get in trouble or lose needed substance use treatment services because you made the call.