Client Rights

All clients have the right to:

1. Be treated with dignity, respect, and concern for your privacy.

2. Receive services that are suitable for your culture.

3. Have an independent advocate (representative) that you chose.

4. Get information on your treatment choices in a way that you can understand.

5. Have a service plan which you help to write, and get a copy of it.

6. Take part in decisions about your health care, including the right to refuse treatment, except as provided by law.

7. Have a medical professional explain the benefits, risks and side effects of any medication prescribed.

8. Receive services in the least restrictive, suitable setting subject to available funding.

9. Review or ask for a copy of your medical records, and ask that they be amended (changed) or corrected.

10. Have your record and the information you give in therapy sessions kept confidential (private). Exceptions in the Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice and state and federal laws include situations in which you are a danger to yourself or others, you are gravely disabled (unable to care for yourself) or when child abuse is evident or suspected.

11. Be free from any restraint or seclusion (isolation). These cannot be used to force you to do something, to discipline you, to retaliate (react) against you, or for the convenience of the provider.

12. Get help understanding your rights and filing a grievance (complaint) or appeal.

13. File a grievance (complaint) about any part of your services.

14. Be free to exercise (use) all rights. Jefferson Center, Colorado Community Health Alliance, its providers, or the state cannot treat you differently because you exercise your rights.

15. Know that sexual intimacy in a professional relationship is never appropriate. You should report it to the Colorado Department of Regulatory Agencies (DORA) at 303-894-7855. Or write to DORA at 1560 Broadway, Suite 110, Denver, CO 80202.

Health First Colorado (Colorado's Medicaid Program) clients have these additional rights:

16. Receive interpreter services at no cost if you have problems communicating or do not speak English.

17. Have information on mental health benefits and how to get them.

18. Be given a choice of providers within the Colorado Community Health Alliance provider network and to ask that a provider join the network.

19. Receive prompt (quick) notice that your services have ended or about changes in your services or providers.

20. Get a second opinion at no cost to you.

21. Receive medically necessary behavioral health services according to federal regulations.

22. Appeal the denial or reduction (lowering) in the type or level of service that you request or that is provided to you.

23. Give an opinion about the Jefferson Center or Colorado Community Health Alliance or its providers to the state or federal government or to the media without it causing any adverse (bad) effects on how we provide services.

24. Get help from the Ombudsman for Health First Colorado Managed Care by calling 303-830-3560 or 1-877-435-7123.

You have the responsibility to:

1. Be involved in writing your service plan.

2. Tell your provider if you do not understand or do not agree with the plan.

3. Give your treatment team all the information they need so that all of you can make the best decisions about your care. This includes signing appropriate releases so that your health providers can coordinate your care.

4. Arrive on time for appointments.

5. If you cannot make an appointment, call ahead of time and set up another appointment.

6. Treat staff and other consumers with the same courtesy you expect.

If you have any questions about your rights, please call Patty Viles, the Consumer and Family Advocate at Jefferson Center , at 303-432-5047, toll-free at 1-800-201-5264, or TTY at 303-432-5540.   If you have Health First Colorado, you may also call Colorado Community Health Alliance Member Support Services at 303-256-1717, toll-free at 1-855-627-4685 or TTY at 711.