



## **BPA Health Member Rights and Responsibilities**

**Getting help for behavioral health services is a private matter. We respect a member's right to privacy. Additionally, at the very least, a member has the following rights and responsibilities.**

### **Member Rights**

#### **As a member, you have a right to:**

1. Be treated with respect, dignity and privacy by BPA Health team members and network providers
2. Receive information about BPA Health services, providers and member rights and responsibilities
3. Participate with providers in making decisions about your health care and know about your treatment choices
4. An open discussion of appropriate treatment options for your condition(s) regardless of cost or benefit coverage
5. File a complaint, grievance or appeal about BPA Health or the care provided
6. Make recommendations regarding BPA Health's members rights and responsibilities policy
7. Fair and impartial access to treatment and services, regardless of race, creed, color, religion, gender, national origin, age, or disability
8. Receive information in a language and format you can understand
9. Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation
10. Receive services within the least restrictive environment possible
11. Be free from restraint or seclusion unless there is imminent risk of physical harm to self or others
12. Be informed in advance of the reason for discontinuing or denying services, and to be involved in planning for the consequences of that event
13. Receive an accounting of disclosures, including copies of signed authorization to release information forms
14. Request and obtain a copy of your personal health information (PHI) without an authorization, unless the PHI will pose a threat or do harm
15. Rescind an authorization to release information



**Members need to work with their providers of behavioral health services. BPA Health and providers need a member's help in order to deliver necessary services.**

### **Member Responsibilities**

**As a member, you have a responsibility to:**

1. Treat those giving you care with dignity and respect
2. Read and understand the documentation provided regarding your benefits coverage
3. Provide, to the extent you can, needed information to BPA Health and your provider
4. Understand your health challenges and participate in developing mutually agreed-upon treatment goals
5. Follow plans and instructions for care that you have agreed to with your provider
6. Notify your provider when a treatment plan is not working for you
7. Report abuse, fraud and/or concerns about the quality of care you receive to [FWA@bpahealth.com](mailto:FWA@bpahealth.com)