

# Your Rights

- Be treated with respect, dignity, and privacy
- Make a mental health advance directive that states your choices and preferences to mental health care services
- Receive age and culturally appropriate service
- Be provided a certified interpreter and translated material at no cost to you
- Be free from retaliation
- Receive care that does not discriminate against you
- Be free of any sexual exploitation or harassment
- Choose a behavioral health care provider for yourself and your child, if your child is under 13 years of age
- Participate in treatment decisions including the right to refuse treatment
- Receive a second opinion from a mental health professional in your MCO area if you disagree with your provider
- Receive medically necessary behavioral health services, consistent with access to care standards adopted by the health care authority in its managed care waiver with the federal government.
- Have available treatment options and alternatives explained to you
- Receive an explanation of all medications prescribed and possible side effects
- File a grievance with the Managed Care Organization if you are not satisfied with a service
- Receive services by the Behavioral Health Ombuds office to help you in filing a grievance, appeal, or to request an administrative hearing
- Receive emergency or urgent care or crisis services
- Change behavioral health care providers at any time for any reason

The rights listed above are a compilation and not a complete list of WAC 246-341-0600 Clinical --Individual rights and WAC 182-538D-0680 Individual rights specific to Medicaid recipients.

## Crisis Connections

**Crisis Line 24/7**

**Adult**  
**1-800-576-7764**

**Youth and Teen**  
**1-800-448-3000**

**Text: HEAL to 741741**

**Adult**

**Warm Line (Weds-Sunday 5PM to 9PM)**

**1-877-500-WARM**

**Teen**

**Teen Link 7 days a week 6PM - 10PM**

**866-Teenlink | 1-866-833-6546**

**Vets, Military & Families**

**1-800-273-8255 and 1-855-838-8255**

**Behavioral Health Ombuds  
of Pierce County**

**253-302-5311**

**1-800-531-0508**

<https://www.tacid.org/programs/mho>

253.565.9000

TACID.org  
6315 S 19th Street  
Tacoma, WA 98466

### **Non-discrimination Policy**

*Tacoma Area Coalition for Individuals with Disabilities (TACID) does not discriminate on the basis of race, color, religion, creed, national origin, gender, age or disability in services or employment. In addition, the department does not discriminate on the basis of marital status, disabled veteran and Vietnam Era veteran's status in employment practices. Materials are available in alternate formats upon request.*



Behavioral  
Health  
Ombuds



**The Behavioral Health  
Ombuds assists with  
concerns, grievances, and  
appeals about behavioral  
health services**

Services are free and confidential.

**253-302-5311**

**1-800-531-0508**

Toll Free Information

**Managed and Operated  
by TACID**

Tacoma Area Coalition  
of Individuals with Disabilities

**We strive to ensure that behavioral health consumers have their rights respected.**

### **What is the Behavioral Health Ombuds Service?**

It is a free service that is confidential and provided by TACID. We are independent from the health plans and Behavioral Health Administrative Services Organization (BH-ASO).

- A consumer directed advocacy service that assists individuals resolve behavioral health grievances, appeals, or administrative hearings.
- Ombuds services are primarily for individuals receiving Medicaid services
- Mandated by Washington State Laws and adheres to all State and Federal confidentiality regulations.

### **Who is eligible for Behavioral Health Ombuds Services**

- Any person applying for, eligible for or receiving services from a publicly-funded mental health and/or substance use providers.
- Family members, friends and others involved in the consumer's life may also make a complaint or express concern.
- If you have concerns about services you are receiving or you think that your rights have been violated in accordance to WAC 246-341-0600 or WAC 182-538D-0680.

Information regarding the grievance process can also be found in the Washington State's Behavioral Health Benefits Book.

<https://www.hca.wa.gov/assets/free-or-low-cost/19-049.pdf>



### **What is a Grievance?**

An expressed concern or dissatisfaction about a behavioral health service.

### **How do I express my dissatisfaction?**

- You can contact the Behavioral Health Agency directly
- You can contact your Managed Care Organization
- You can contact Behavioral Health Ombuds for assistance.

### **What is an Administrative Hearing?**

- A formal court procedure when all other avenues have been unsuccessful.
- If the Managed Care Organization (MCO) does not act within the grievance process time frames the person has the right to request an administrative hearing.

### **What is an appeal?**

A reconsideration of a Managed Care Organization or BH-ASO adverse benefit determination.

### **What is an adverse benefit determination?**

- The denial or limited authorization of a requested service (type or level of service)
- The reduction, suspension, or termination of a previously authorized service
- The failure to provide services in a timely manner, as defined by the state
- The failure of a MCO or BH-ASO to act within the grievance system time frames in the rules.

### **What can the Ombuds Service do?**

- Actively listen to the person with the grievance
- Serve as an advocate for an adequate resolution
- Assist with understanding the grievance process
- Assist in resolving concerns at the lowest level
- Assist in setting up meetings and negotiations
- Coordinate filing a grievance, appeal, or administrative hearing
- Assist with completing a Behavioral Health Advanced Directive
- If a person chooses to file a grievance themselves, Ombuds can direct them to right process.

### **What can't the Ombuds Service do?**

- We can not provide mental health counseling or case management services
- We can not enforce a recommendation
- We can not give legal advice
- We can not Guarantee a specific outcome
- We can not overturn a court order detention

### **What will the Ombuds need from me?**

- Be specific about the issue
- Be clear about what the resolution would look like
- Maintain contact with the Behavioral Health Ombuds representative
- Complete the Release of Information and Authorization to Represent forms