

RIGHTS AND RESPONSIBILITIES

As a member of Beacon/VBH-PA, you have:

- The *right* to be treated with dignity and respect.
- The *right* to privacy concerning medical records and conversations with people who give you care.
- The *right* to choose providers from a Beacon/VBH-PA providers list.
- The *right* to receive services without regard to race, color, religion, sex, sexual orientation, age or ethnic background.
- The *right* to see your medical records and discuss them with your provider.
- The *right* to make a complaint or file a grievance about your care or the services you receive without any type of punishment.
- The *right* to take part in decisions about your care.

Beacon/VBH-PA members also have *responsibilities*, which are important to know to assure quality care. They are listed in the Beacon/

BEHAVIORAL HEALTH OMBUDSMAN



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BEHAVIORAL
HEALTH
OMBUDSMAN
PROGRAM

The Right to File a
Complaint or Grievance



A Behavioral Health Ombudsman is...

A person who can provide you with information about managed care and help you with filing complaints and grievances.

Who uses Ombudsman Services?

Consumers of mental health and/or substance abuse services through the network of **Beacon Health Options, formerly VBH-PA**. This company manages behavioral health services for **HealthChoices** members, who have Medical Assistance insurance coverage under **UPMC For You, Gateway, United Health Care, or Aetna**. The Ombudsman program serves adults, children, teens and their parents in Armstrong, Indiana, and Westmoreland Counties.

An Ombudsman helps by...

- Providing managed care information.
 - Educating on rights and responsibilities.
 - Documenting concerns.
 - Assisting in solving problems and seeking remedies.
 - Helping to resolve issues through complaint and grievance procedures.
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You should contact an Ombudsman...

- To discuss concerns about treatment, care, and services.
- To get questions answered.
- To obtain help filing a complaint with Beacon/VBH-PA Member Services.

How do you contact an Ombudsman?

By phone:

(724) 834-6351 ext. 117

Out of area calls:

1-800-871-4445 ext.117

Or clip and mail:

I would like to be contacted by an ombudsman:

Name:

Phone:

Best days and times to reach me:

Mail to:

**Ombudsman
Mental Health America
409 Coulter Ave. Suite 4
Greensburg, PA 15601**

*All services are FREE of
CHARGE and CONFIDENTIAL*