



Managed Mental Health Care Organization for Coos, Curry, Jackson, Josephine, and Klamath Counties  
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# Member Rights and Responsibilities Policy and Procedures

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Approval Date: [Board Approved June 3, 2011](#)  
State Approved:

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Revision History:

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## I. POLICY DESCRIPTION

The purpose of this policy is to ensure a consistent method for JBH and its participating providers to communicate information on member rights to members. The following procedures set forth in this policy should serve as a tool to assist JBH staff, Participating Provider agency staff, OHP Members and/or their Representatives, stakeholders, and regional and/or allied agencies in implementing an efficient system for communication with JBH member regarding their member rights.

## II. APPLICABILITY

For the purposes of this policy, the term Jefferson Behavioral Health (JBH) includes the Jefferson Behavioral Health staff and its authorized representatives. JBH shall follow this policy as it applies to the OHP mental health services governed by the OHP Mental Health Organization Contract between the State of Oregon and JBH. Contractors and subcontractors follow this policy to the extent that it applies to the mental health services that they provide to JBH Members. The responsibilities outlined in this policy shall also include, but not be limited to, the Local Mental Health Authorities (LMHA) in the JBH service area and any agency delegated with the responsibility for managing mental health services for JBH members in the LMHA's county.

## III. MEMBER RIGHTS AND RESPONSIBILITIES

### A. Member Rights

JBH Members have the following rights:

1. Be treated with dignity and respect
2. To get services to determine what is wrong
3. Get services without a referral from your Primary Care Physician

4. To be actively involved in the development of your treatment plan
5. Receive information about your condition and covered and non-covered services to allow an informed decision about proposed treatment(s)
6. To consent to treatment or refuse services and be told the consequences of that decision, except for court-ordered services
7. Receive covered services under the Oregon Health Plan which meet generally accepted standards of practice
8. To have access to urgent and emergency services 24 hours a day, 7 days a week
9. Obtain covered preventive services
10. Request a hearing from the State
11. Get a copy of your mental health record, or to ask that your records be changed or corrected, unless restricted by law
12. Talk to your mental health provider and expect that what you say will be kept private
13. Be treated by providers the same as other people seeking mental care to which you are entitled
14. Not be restrained or left alone as punishment or as a way to get you to do something
15. Have records kept about your condition, services received, and referrals made Get mental health care without a long delay
16. To change your mental health clinic or mental health provider for a good reason
17. Have your records given to another mental health provider or clinic with your approval
18. Help us assign you to a mental health provider Make a complaint about a clinic or a mental health provider and receive a timely answer
19. Have a friend, family member or advocate present during appointments
20. Get a referral from us to see a specialist when needed
21. Get information about your rights and responsibilities, benefits available, how to access services, and what to do in an emergency
22. Receive a written notice before a denial of, or change in, a service level or benefit is made unless such notice is not required by federal or state regulations

**B. Member responsibilities:**

JBH members have the following responsibilities:

1. Show your OHP Medical Care ID to your clinic before services are received
2. Treat staff with the same respect and courtesy you expect for yourself
3. Follow agreed upon treatment plans
4. Decide about the care before it is given
5. Participate in understanding your health problems and developing mutually agreed upon treatment goals
6. Get mental health services from your mental health provider or clinic, except in an emergency
7. Help us assign you to a mental health provider Take your OHP Medical Care ID form with you whenever you need care
8. Keep your scheduled appointments and be on time
9. Call us when you need urgent or emergency care
10. Call your clinic when you are going to be late or can't keep the appointment
11. Tell your clinic or your DHS worker of other insurance you may have
12. Tell your mental health provider about your mental health problems
13. Assist us in getting payment from other insurance

14. Ask questions about things you don't understand
15. Tell your worker of a change of address & phone number
16. Obtain an approval from us before going to a specialist
17. Call your clinic about any out of region emergency care

**C. Communication of Member Rights and Responsibilities**

JBH shall inform members of the rights and responsibilities identified in this policy through the JBH Member Handbook that is provided to all new JBH members or returning members who have had more than nine months since enrollment.

Participating providers shall inform Members about these same rights and responsibilities by posting the information in a visible place in all locations (waiting rooms, satellite or part time offices, or private offices) that are frequented by JBH members.