

What Are My Rights?

As a person eligible for Medi-Cal, you have a right to receive medically necessary specialty mental health services from the Mental Health Plan (MHP)

- Be treated with personal respect and respect for your dignity and privacy.
- Receive information on available treatment options and alternatives; and have them presented in a manner you can understand, including having an oral interpreter at no cost to you.
- Participate in decisions regarding your mental health care, including the right to refuse treatment.
- Request and receive a copy of your medical records, and request that they be amended or corrected.
- Receive a copy of the Guide to Medi-Cal Mental Health Services describing services covered.
- Receive materials in different formats for those who have special needs, such as people who are blind or have limited vision or people who have trouble reading.
- Receive specialty mental health services from a MHP that follows the requirements of its contract with the State.

The MHP is required to:

- Employ or have written contracts with enough providers to make sure that all Medi-Cal eligible individuals who qualify for specialty mental health services can receive them in a timely manner.
- Cover medically necessary services out-of-network at no cost to you in a timely manner, if the MHP doesn't have a provider who can deliver the services.
- Make sure providers are qualified to deliver the specialty mental health services.
- Make sure that services are adequate in amount, duration and scope to meet the needs of the individuals it serves.
- Ensure that its providers perform adequate assessments of individuals who may receive services
- Provide for a second opinion from a qualified health care professional at no additional cost to you.
- Coordinate the services provided with a Medi-Cal managed care health plan or with your primary care provider, if necessary.
- Provide timely access to care, including making services available 24 hours a day, 7 days a week, when medically necessary to treat an emergency psychiatric condition or an urgent or crisis condition.
- Participate in the State's efforts to promote the delivery of services in a culturally competent manner to all enrollees, including those with limited English proficiency and diverse cultural and ethnic backgrounds.

Your MHP must ensure your treatment is not adversely affected as a result of you using your rights. Your Mental Health Plan is required to follow other applicable Federal and State laws (such as: Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 80; the Age Discrimination Act of 1975 as implemented by regulations at 45 CFR part 91; the Rehabilitation Act of 1973; and Titles II and III of the Americans with Disabilities Act) as well as the rights described here. You may have additional rights under state laws about mental health treatment and may wish to contact San Luis Obispo County Patients' Rights Advocate at (805)781-4738.