

Tulare County Drug Medi-Cal Organized Delivery System (DMC-ODS)

Beneficiary Rights and Responsibilities

As a person eligible for Medi-Cal and residing in a Drug Medi-Cal Organized Delivery System county, you have a right to receive medically necessary substance use disorder treatment services from Tulare County. You have the right to:

- Be treated with respect, giving due consideration to your right to privacy and the need to maintain the confidentiality of your medical information.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to the Beneficiary's condition and ability to understand.
- Participate in decisions regarding your substance use disorder care, including the right to refuse treatment.
- Receive timely access to care, including services available 24 hours a day, 7 days a week, when medically necessary to treat an emergency condition or an urgent or crisis condition.
- Receive the beneficiary handbook which contains information about the substance use disorder treatment services covered by Tulare County Drug Medi-Cal Organized Delivery System (DMC-ODS), other obligations of Tulare County DMC-ODS, and your rights as described here.
- Have your confidential health information protected.
- Request and receive a copy of your medical records, and request that they be amended or corrected as needed.
- Receive written materials in alternative formats (including Braille, large-size print, and audio format) upon request and in a timely fashion appropriate for the format being requested.
- Receive written materials in the languages used by at least five percent or 3,000 of Tulare County's beneficiaries, whichever is less.
- Receive oral interpretation services for your preferred language.
- Receive substance use disorder treatment services from Tulare County DMC-ODS that follows the requirements of its contract with the State in the areas of availability of services,

assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.

- Access Minor Consent Services if you are a beneficiary under age 21.
- Access medically necessary services out-of-network in a timely manner if Tulare County DMC-ODS doesn't have an employee or contract provider who can deliver the services. "Out-of-network provider" means a provider who is not on the Tulare County DMC-ODS list of providers. The county must make sure you don't pay anything extra for seeing an out-of-network provider. You can contact beneficiary services at 1-866-732-1414 for information on how to receive services from an out-of-network provider.
- Request a second opinion from a qualified health care professional within the county network, or one outside the network, at no additional cost to you.
- File grievances, either verbally or in writing, about the organization or the care received.
- Request an appeal, either verbally or in writing, upon receipt of a Notice of Adverse Benefit Determination, including information on the circumstances under which an expedited appeal is possible.
- Request a State Fair Hearing, including information on the circumstances under which an expedited State Fair Hearing is possible.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Be free from discrimination to exercise these rights without adversely affecting how you are treated by Tulare County DMC-ODS, providers, or the State.

As a recipient of Drug Medi-Cal Organized Delivery System services, it is your responsibility to:

- Carefully read the beneficiary informing materials that you have received from Tulare County DMC-ODS. These materials will help you understand which services are available and how to get treatment if you need it.
- Attend your treatment as scheduled. You will have the best result if you collaborate with your provider throughout your treatment. If you do need to miss an appointment, call your provider at least 24 hours in advance and reschedule for another day and time.
- Always carry your Medi-Cal Benefits Identification Card (BIC) and a photo ID when you attend treatment.
- Let your provider know if you need an interpreter before your appointment.
- Tell your provider all your medical concerns. The more complete information that you share about your needs, the more successful your treatment will be.
- Make sure to ask your provider any questions that you have. It is very important you completely understand the information that you receive during treatment.
- Be willing to build a strong working relationship with the provider that is treating you.
- Contact Tulare County DMC-ODs if you have any questions about your services or if you have any problems with your provider that you are unable to resolve.
- Tell your provider and Tulare County DMC-ODs if you have any changes to your personal information. This includes address, phone number, and any other medical information that can affect your ability to participate in treatment.
- Treat the staff who provide your treatment with respect and courtesy.

- If you suspect fraud or wrongdoing, report it:
 - The Department of Health Care Services asks that anyone suspecting Medi-Cal fraud, waste, or abuse to call the DHCS Medi-Cal Fraud Hotline at **1-800-822-6222**. If you feel this is an emergency, please call **911** for immediate assistance. The call is free, and the caller may remain anonymous.
 - You may also report suspected fraud or abuse by e-mail to fraud@dhcs.ca.gov or use the online form at <http://www.dhcs.ca.gov/individuals/Pages/StopMedi-CalFraud.aspx>.