

MEMBER RIGHTS

As a member of Beacon Health Options you have:

- The right to be treated with respect and dignity
- The right to privacy concerning medical records and conversations with people who give you care
- The right to choose providers from a Beacon Health Options provider 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 talk about 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
- Participating members also have responsibilities, which are also important to know. They are listed in the Beacon Health Options handbook

THE OMBUDSMAN PROGRAM IS FUNDED THROUGH A CONTRACT WITH BEACON HEALTH OPTIONS AND EACH COUNTY'S MENTAL HEALTH ASSOCIATION.

OTHER SERVICES OFFERED

- Phoenix Drop-In Center & Café
- Adult Advocate
- Family/Child Education Advocate
- Resocialization Program
- Warmline 6PM-9PM/365 Days a year
- Representative Payee Program
- Peer Support Program

ALL SERVICES ARE PROVIDED TO RESIDENTS OF BEAVER COUNTY

Funds and resources are provided by:

- Beaver County Behavioral Health
- United Way of Beaver County
- Religious Organizations
- Civic Organizations
- Schools
- Individuals

If you'd like to learn more about making a donation or volunteering, please contact the **Mental Health Association** at 724-775-4165.

MHA in Beaver County is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave. S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at program.intake@usda.gov.

A UNITED WAY MEMBER AGENCY



A copy of the official registration and financial information may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania, at 1-800-732-0999. Registration does not imply endorsement.



LIVE UNITED

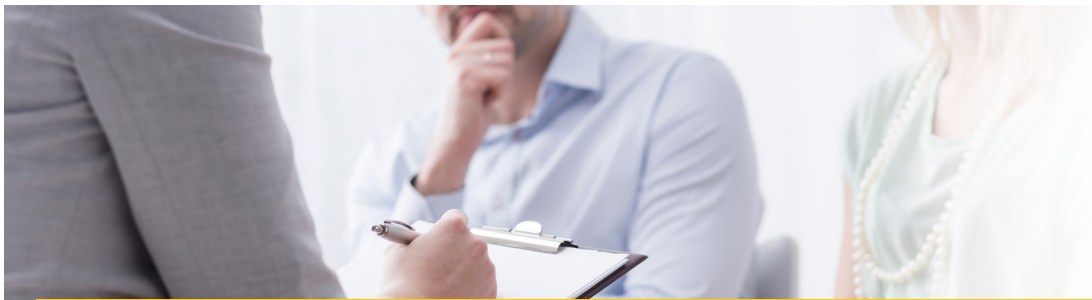
OMBUDSMAN PROGRAM FOR HEALTH CHOICES PARTICIPANTS

Mental Health Association
in Beaver County

105 Brighton Avenue Rochester, PA 15074
Phone: 724.775.4165 Fax: 724.775.8523

Warmline 724.775.9507
6PM-9PM/365 Days a year

mhabc.org



OMBUDSMAN PROGRAM

WHAT IS AN OMBUDSMAN?

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

**All services are free of charge
and confidential.**

WHO USES OMBUDSMAN SERVICES?

Consumers of behavioral health and/or substance abuse services through the network of Beacon Health Options. This company organizes services for Health Choices recipients.

The Ombudsman program serves adults, children, teens and their families. The program serves seven counties in Southwestern Pennsylvania: Armstrong, Beaver, Butler, Indiana, Lawrence, Washington and Westmoreland.

HOW DOES THE PROGRAM HELP CONSUMERS OF BEHAVIORAL HEALTH SERVICES?

The Ombudsman can:

- Provide managed care information
- Help you understand your rights
- Document your concerns
- Help you to solve problems
- Help you to resolve issues through complaint and grievance procedures

WHEN SHOULD YOU CONTACT AN OMBUDSMAN PROGRAM?

- To discuss concerns about treatment, care and services
- To get questions answered
- To obtain help filing a complaint or grievance with Beacon Health Options

CONTACT

**ARMSTRONG, INDIANA and
WESTMORELAND COUNTIES**

724-834-6351 or 1-800-871-44445

BEAVER and LAWRENCE COUNTIES

724-775-4165

BUTLER

724-287-1965 or 1-888-329-0468

WASHINGTON

724-225-2061

BEACON HEALTH OPTIONS

Beaver County Toll Free 1-877-688-5970

Lawrence County Toll Free 1-877-688-5975

TTY (Hearing Impaired) 1-877-615-8502

Lines open 24 hours a day, 7 days a week

www.vbh-pa.com

www.beaconhealthoptions.com