
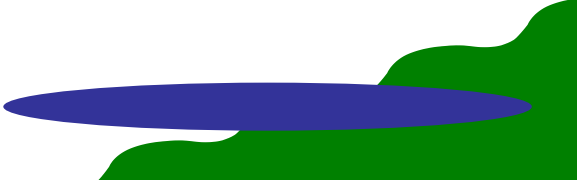


## HealthChoices Members have the Right to...

- Be treated with dignity and respect.
- Have your medical records and conversations with people who give you care kept **private**.
- Take part in decisions about your care, including your right to refuse treatment.
- Have your treatment plan and the possible risks explained to you.
- Help develop and ask for changes to your treatment plan.
- Choose your provider from a list of HealthChoices Program Providers.
- See your medical records and talk about them with your provider.
- Change your provider.
- Ask your provider about the qualifications of any person who is helping you.
- Request a copy of information maintained by VBH-PA. VBH-PA information may include claims and authorization information, complaints and referrals.

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- Receive services without regard to race, color, religion, sex, sexual orientation, age, or ethnic background.
  - Make a complaint or file a grievance about your care or the service you receive.
  - Talk with a Consumer/Family Satisfaction Team (C/FST) staff person about the quality of your service.
  - Ask for a copy of the Medical Necessity Criteria (the reasons a person needs a certain kind of mental health or drug & alcohol service).
  - Receive information on available treatment options and alternatives.
  - Request a second opinion about your treatment.
  - Be free from any form of restraint or seclusion during your treatment that is used as a means of coercion, discipline, convenience or retaliation.
  - Exercise your rights. Exercising your rights will not affect how you are treated by your provider or VBH-PA.

## Your Responsibilities as a HealthChoices Member are.....

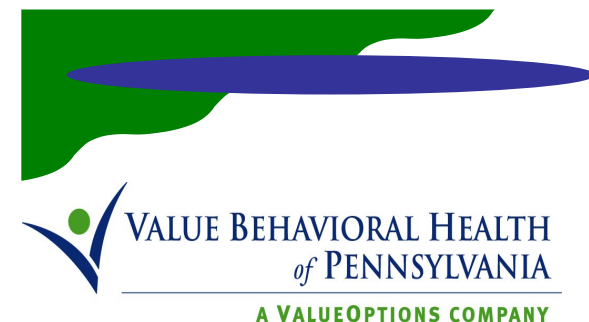
- ✓ Give your provider the information that he or she needs to better serve you.
  - ✓ Work with your provider to help develop your treatment plan.
  - ✓ Ask questions when you do not understand your treatment.
  - ✓ Try to follow the treatment plans that have been developed by you and your provider.
  - ✓ Try your best to keep your appointment with your provider.
  - ✓ Contact your provider if you need to cancel or re-schedule your appointment.
  - ✓ Contact your provider if you decide to stop your treatment.
  - ✓ Respect the dignity and privacy of others.
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HealthChoices members are eligible to receive mental health and drug & alcohol services free of charge.

Value Behavioral Health of Pennsylvania (VBH-PA) can help you find the services you need and answer questions you have about the HealthChoices program.

VBH-PA can help you schedule appointments and get assistance with transportation for mental health and drug & alcohol emergencies. Use the toll-free number for your county listed on the front page of this brochure. **Someone will assist you 24 hours a day, 7 days a week.** This service is free of charge.

- \* Remember, our phones answer 24 hours a day, 7 days a week. If you have questions about our services, call the VBH-PA toll-free number for your county listed on the front of this brochure.
- \* HealthChoices members' rights and responsibilities and other important information are explained in the Member Handbook. If you did not receive yours, call and request a copy.
- \* If you need help understanding any of your rights, call the toll-free number for your county.
- \* You do not have to pay for any services that are part of the HealthChoices program.
- \* Not sure if you are a HealthChoices member? Just call the VBH-PA toll-free number for your county.



Managing Mental Health and Drug & Alcohol Services for HealthChoices members in the following counties:

|                   |              |
|-------------------|--------------|
| Armstrong/Indiana | 877-688-5969 |
| Beaver            | 877-688-5970 |
| Butler            | 877-688-5971 |
| Cambria           | 866-404-4562 |
| Crawford          | 866-404-4561 |
| Fayette           | 877-688-5972 |
| Greene            | 877-688-5973 |
| Lawrence          | 877-688-5975 |
| Mercer            | 866-404-4561 |
| Venango           | 866-404-4561 |
| Washington        | 877-688-5976 |
| Westmoreland      | 877-688-5977 |

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

Website: [www.vbh-pa.com](http://www.vbh-pa.com)