

OBHA



OFFICE OF BEHAVIORAL HEALTH ADVOCACY

Having trouble resolving a problem with a Behavioral Health Provider, Facility, state hospital or state agency in the state of Washington?

Do you feel your rights have been violated with your behavioral health service provider?

Do you feel your loved one is not receiving the adequate or appropriate care from their behavioral health provider or behavioral health system?

Behavioral Health Advocate's services are free and confidential. They support a person with gaining the ability to advocate for themselves effectively, or can advocate on behalf of a person. They can advocate for an adequate resolution and assist in setting up meetings and mediations. The goal is to resolve issues at the lowest level possible with their behavioral health service provider.

WHAT WE CAN DO:

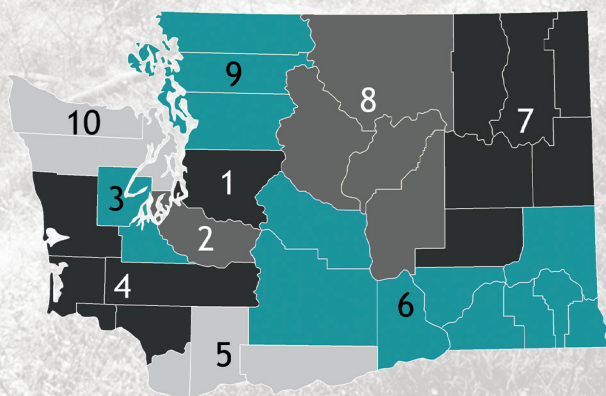
- Research a situation you have a concern about
- Provide education about the Behavioral Health System and your rights and responsibilities
- Support you in brainstorming ideas and building skills to advocate for yourself
- Assist you through the complaint, grievance, appeal, and Administrative Hearing processes
- Assist with communicating with your provider to resolve the concern
- Provide information about other resources that may be beneficial to you
- Assist Family member or supports with information and resources
- With the authorization from the individual receiving behavioral health services, we can assist/support family members or supports through the complaints, grievance, appeals, and administrative hearing process
- Assist with completing a Behavioral Health Advance Directive
- Coordinate and collaborate with allied systems and agency advocacy and ombuds services
- Informing individuals and residents receiving behavioral health services of their voluntary and involuntary rights

KNOW YOUR RIGHTS:

- Be treated with respect, dignity, and privacy
- Make a behavioral health advance directive that states your choices and preferences to mental health care services
- Receive age and culturally appropriate service
- Be provided a certified interpreter and translated material at no cost to you
- Be free from retaliation
- Receive care that does not discriminate against you
- Be free of any sexual exploitation or harassment
- Choose a behavioral health care provider for yourself and your child, if your child is under 13 years of age
- Participate in treatment decisions including the right to refuse treatment
- Receive a second opinion from a mental health professional in your MCO area if you disagree with your provider
- Receive medically necessary behavioral health services, consistent with access to care standards adopted by the health care authority in its managed care waiver with the federal government
- Have available treatment options and alternatives explained to you
- Receive an explanation of all medications prescribed and possible side effects
- File a grievance with the Managed Care Organization if you are not satisfied with a service
- Receive services by the Behavioral Health Advocate to help you in filing a grievance, appeal, or to request an administrative hearing
- Change behavioral health care providers at any time for any reason

The rights listed above are a compilation and not a complete list, visit our website for a full list of your behavioral health service rights.

Managed Care Service Regions



1 King County Region
kingcounty@obhadvocacy.org

2 Pierce County Region
piercecoun@obhadvocacy.org

3 Thurston-Mason Region
thurstonmason@obhadvocacy.org

4 Great Rivers Region
greatrivers@obhadvocacy.org

5 Southwestern Region
southwestern@obhadvocacy.org

6 Greater Columbia Region
greatercolumbia@obhadvocacy.org

7 Spokane Region
spokaneregion@obhadvocacy.org

8 North Central Region
northcentral@obhadvocacy.org

9 North Sound Region
northsound@obhadvocacy.org

10 Salish Region
salish@obhadvocacy.org

**SCAN THIS QR CODE
TO VISIT OUR WEBSITE**



CONTACT US AT: (800) 366 - 3103 OBHADVOCACY.ORG