

Patient Rights for Medicaid consumers

1. You have the right to consent to treatment, withdraw from treatment or to refuse treatment at any time, without threat or termination of services, except as outlined in NC General Statutes 122C, Article 3.
2. You have the right to treatment and access to medical care and habilitation regardless of age or degree of mental health/IDD/SA Disability.
3. You have the right to confidential Treatment. No information about your treatment shall be released without your written consent except in an emergency, an audit, as per agreement with your funding resource, or as provided for in general statutes 122c 152 through general statutes 122c 156.
 - a. The provision of services to you is not contingent upon the above release
 - b. Information may not be disclosed if Federal Statute prohibits disclosure
4. You have to right to secure storage of your records.
5. You have the right to receive a written copy of your individual treatment plan. To obtain a copy of your treatment plan, contact your independently contracted therapist directly or the Administrative Office at 910-485-6336.
6. You have the right to contact Disability Rights North Carolina:
Phone: 919-856-2195 or 877-235-4210 (888-268-5535 TTY)
Website: www.disabilityrightsncc.org
Address: 2626 Glenwood Avenue, Suite 550, Raleigh, NC 27608
7. You have the right to access to your provider. You will be given the personal cell phone number of the therapist providing care to you. Messages may be left on your provider's voicemail or you may send a text message to schedule an urgent appointment with your therapist.
8. If experiencing an emergency or are in crisis, contact your therapist (who is available 24 hours/day), call the 24-hour Access and/or Information Line provided by your insurance's MCO, call or go to the nearest crisis and assessment center, call 911 or go to the nearest Emergency Room
Alliance Behavioral Healthcare 24-hour Access and Information Line: 800-510-9132
Sandhills Center Customer Service: 800-256-2452
Therapeutic Alternatives: 877-626-1772
Freedom House Recovery Center: 919-797-1865
Community Mental Health Center at Cape Fear Valley, 1724 Roxie Avenue, Fayetteville: 910-615-3333 (7 days a week, 8:00 am-10:00 pm)
Durham Recovery Response Center, 309 Crutchfield Street, Durham: 919-560-7305 (24 hours a day)
UNC Health Care at WakeBrook, 107 Sunnybrook Road, Raleigh: 984-974-4830 (7 days a week, 8:00 am-10:00 pm)
Mental Health Division, Johnston County Health Department, 521 N. Brightleaf Blvd, Smithfield: 919-989-5500 (M-F 8:00 am-5:00 pm)
Daymark Recovery Services, 130 Carbondon Rd, Sanford, NC: 919-774-6521 (M-F 8:00 am-5:00 pm)
Daymark Recovery Services, 205 Memorial Drive, Pinehurst: 910-295-6853 (M-F 8:00 am -5:00 pm)
Trinity Behavioral Healthcare, 1105 E Cardinal Street, Siler City: 919-663-2955 (M-F 9:00 am-4:00 pm)

Rights and Responsibilities for Tricare beneficiaries

As a TRICARE beneficiary, you have rights regarding your health care and responsibilities for participating in your health care decisions.

Patient Rights

As a patient in the Military Health System, you have the right to:

- Easy-to-understand information about TRICARE
- Your choice of health care providers
- Emergency health care services when and where you need it
- Review information about the diagnosis, treatment and progress of your condition
- Fully participate in all decisions related to your health care or to be represented by family members, conservators or other duly appointed representatives if you are unable to fully participate in treatment decisions.
- Considerate, respectful care from all members of the health care system without discrimination based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information or source of payment.
- Communicate with health care providers in confidence and to have the confidentiality of your health care information protected.
- Review, copy and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan, health care providers and the institutions that serve them.

Patient Responsibilities

As a patient in the Military Health System, you have the responsibility to:

- Maximize healthy habits, such as exercising, not smoking and maintaining a healthy diet.
- Be involved in health care decisions, which means working with providers in developing and carrying out agreed-upon treatment plans, disclosing relevant information and clearly communicating your wants and needs.
- Be knowledgeable about TRICARE coverage and program options, including covered benefits; limitations; exclusions; rules regarding use of network providers; coverage and referral rules; appropriate processes to secure additional information; and appeals, claims and grievance processes.
- Be respectful of other patients and health care workers.
- Make a good-faith effort to meet financial obligations.
- Follow the claims process and to use the disputed claims process when you have a disagreement concerning your claims.
- Report any wrongdoing or fraud to the appropriate resources or legal authorities.

In the event of an emergency, call 911 or immediately go to the nearest emergency room.