

! If your child's services are funded through LaneCare, the below listed rights apply in addition to Jasper Mountain's policies on client rights.



LaneCare Member Information

Dear LaneCare Member,

This letter is to give you information about LaneCare.

LaneCare:

- We are a county-run Mental Health Organization.
- We provide our members with mental health insurance.
- We pay for the mental health services you need.

Accessing Services:

- Call LaneCare at 541/682-7250 or toll free at 1/888/449-5128

Your Right to Privacy:

- To give you the services you need we have to talk to your services provider.
- Your provider will ask you to sign a paper giving them permission to talk to us.
- Your privacy is important and we will protect your personal health information.

Your Right to Make a Complaint:

- You have the right to make a complaint if you are not happy with the services you are getting.
- It is important for you to know that you will not get into trouble by making a complaint.
- You can make a complaint by talking to any of these people:
 - The Jasper Mountain Quality Assurance Coordinator 541/747-1235
 - The LaneCare Quality Assurance Coordinator 541/682-7584
 - Your Omsbudsperson 541/345-6466
- If you do not like the outcome of your complain you have the right to request a hearing.

Sincerely,

LaneCare Administration

LaneCare

Lane County Department of Health & Human Services
2411 Martin Luther King Jr Blvd., Eugene, Oregon 97401
Voice (541) 682-7250
Fax (541) 682-7260

YOUR RIGHTS

LaneCare Oregon Health Plan Members have many rights.

Your rights include the following:

- To get our services without a referral from your doctor;
- To get covered mental health care without having to pay for them;
- To get information about all mental health services covered or not covered by us;
- To get a referral from us to see a specialist when needed;
- To get services to determine what is wrong;
- To get a second opinion;
- To get preventive services;
- To get covered mental health services without a long delay;
- To help us refer you to a mental health provider;
- To be given information about your illness;
- To be told about the care options and to make a decision;
- To refuse care and to be told what that means for your health;
- To be involved in treatment decisions;
- To be involved in the development of your treatment plan;
- To be involved in the development of your child's treatment plan if you are a parent;
- To change your primary mental health provider for a good reason;
- To get information about your rights and responsibilities;
- To be treated with respect and dignity by your provider;
- To have your personal information kept private;
- To not be restrained or secluded as a way to punish you or get you to do something you do not want to do;
- To talk to your provider and expect that what you say will be kept confidential;
- To have a clinical record kept about your condition, services received, and referrals made;
- To privacy and confidentiality of your clinical records;
- To get a copy of your clinical record unless restricted by law;
- To have your records given to another provider with your approval;
- To change or correct your clinical record if you do not agree with what was said, or find a mistake has been made;
- To make a complaint about us or one of our providers and receive a timely answer;

- To request help from an Ombudsperson to investigate a complaint;
- To not be punished in any way for making a complaint;
- To file a grievance or appeal or to request a regular or an expedited hearing;
- To request a Department of Human Services Administrative Hearing;
- To request a State fair hearing;
- To get emergency care 24 hours a day, 7 days a week;
- To get a written notice when we deny or change services;
- To get written materials in a form you can understand and to have us explain them if needed;
- To have someone help you talk to your provider, if needed;
- To have a friend, family member, or advocate present during appointments;
- To not be discriminated against or restricted from services based on race, color, gender, age, disability, religion, or language spoken; and
- To be informed about mental health treatment rights and informed about the Declaration for Mental Health Treatment.