

# Member Rights

## Medi-Cal Mental Health Members Are Entitled To:

- Be treated with dignity, respect, and with due consideration for their privacy.
- Services provided in a safe environment.
- Request and receive oral interpretation services free of charge.
- Request a second opinion, or change their treatment provider.
- Participate in decisions regarding their health care, including the right to refuse treatment.
- Request and receive a copy of their medical records (costs may apply) and request an amendment or correction.
- Authorize a person to act on their behalf during the grievance, appeal, or State Fair Hearing process.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- File a grievance without retaliation (A grievance is an expression of dissatisfaction not involved in an adverse benefit determination).
- For Medi-Cal Members: the right to file an appeal, expedited appeal, or request a State Fair Hearing without retaliation.
- Receive information on available treatment options and alternatives (Provider Directory for Specialty Mental Health Services), presented in a manner appropriate to their condition and ability to understand.

## Member Rights

- Receive services from the Sonoma County Mental Health Plan that follow the contract requirements of the State in the areas of availability of services, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.

For assistance with issues regarding your rights, call:

**The Patients' Rights Advocacy: 1-707-565-4978**

(Sonoma County) or

email: [sonomapra@mhaac.org](mailto:sonomapra@mhaac.org)

### **GRIEVANCES, APPEALS, and EXPEDITED APPEALS**

Members, their authorized representative, or their provider may file a grievance (at any time), an appeal, or an expedited appeal. Appeals and expedited appeals are explicitly for the review of a Notice of Adverse Benefit Determination (NOABD). An Expedited appeal is applicable when, per the member's or provider's request (on behalf of the member), the standard appeal resolution process could seriously jeopardize the member's mental health or the member's ability to attain, maintain, or regain maximum function. Please note that written consent is required when someone files an appeal on behalf of the member, and the appeal must be submitted within **60 calendar days** of the NOABD.

## Member Rights

**For Sonoma County Medi-Cal Members wanting more information and/or to file a grievance, appeal, or expedited appeal:**

Grievances can be filed either orally or in writing. Either complete the Member Rights & Grievance/Appeal Process and Form (BHD 406), and mail it to the Grievance Coordinator, or call: (707) 565-7895, (800) 870-8786 (toll-free), or TTY/TDD: 711. BHD 406 can be found at your program office lobby, or you may request a copy from your provider, or on the Sonoma County Website:

<https://sonomacounty.gov/health-and-human-services/health-services/divisions/behavioral-health/contractor-resources/medi-cal-informing-materials>

Members can expect to receive an acknowledgement (in writing) of the grievance or appeal from the county within **5 calendar days** of receipt.

### **Mail to:**

Sonoma County Behavioral Health Division  
c/o Grievance Coordinator  
2227 Capricorn Way  
Santa Rosa, CA 95407-5419

You will be notified of the decision in writing:

- For a grievance - within **30 calendar** days of receipt
- For an appeal - within **30 calendar** days of receipt
- For an expedited appeal - within **72 hours** of receipt

# Member Rights

## STATE HEARINGS

As a Medi-Cal member, if you are dissatisfied with the County's decision regarding an appeal you have filed related to a Notice of Adverse Benefit Determination, you have the right to request a State Fair Hearing, which is an independent review conducted by the Department of Social Services.

You may request a state hearing in response to receiving a Notice of Appeal Resolution (NAR), concerning the outcome of a NOABD. Members have **120 calendar** days from the NAR date to request a state hearing. However, if Sonoma County Behavioral Health fails to adhere to the appeal notice and timing requirements, you are entitled to a State Fair Hearing.

If you file for a state hearing within **10 calendar days** of the receipt of a NOABD, under certain circumstances, your existing level of services may be maintained, pending the outcome of the hearing.

### **How to Request a Hearing or an Expedited Hearing by Phone:**

Call the State Hearings Division toll free: 1-800-743-8525

For TDD users call: 1-800-952-8349

You can request a hearing ONLINE at:  
[WWW.CDSS.CA.GOV](http://WWW.CDSS.CA.GOV)



## **NONDISCRIMINATION NOTICE**

Discrimination is against the law. Sonoma County follows State and Federal civil rights laws. Sonoma County does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Sonoma County provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, braille, audio or accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Sonoma County between 8:00 a.m. - 5:00 p.m. by calling: 1-707-565-7895. Or, if you cannot hear or speak well, please call: 711, or 1-800-735-2929 (TTY). Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

## **HOW TO FILE A GRIEVANCE**

If you believe that Sonoma County has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with a Sonoma County Behavioral Health Division (BHD) Grievance Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact a Sonoma County BHD Grievance Coordinator between 8:00 a.m. - 5:00 p.m. by calling 707-565-7895. Or, if you cannot hear or speak well, please call: 711 or 1-800-735-2929 (TTY).
- In writing: Fill out a complaint form, or write a letter and send it to:  
Sonoma County BHD Grievance Coordinator  
2227 Capricorn Way  
Santa Rosa, CA 95407-5419
- In person: Visit your doctor's office or Sonoma County BHD, and say you want to file a grievance.
- Electronically: Visit Sonoma County BHD website at: <https://sonomacounty.ca.gov/Health/Behavioral-Health/Medi-Cal-Informing-Materials/>

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## **OFFICE OF CIVIL RIGHTS – CALIFORNIA** **DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call: **916-440-7370**. If you cannot speak or hear well, please call: **711 (California State Relay)**.
- In writing: Fill out a complaint form or send a letter to:

**Department of Health Care Services**  
**Office of Civil Rights**  
**P.O. Box 997413, MS 0009**  
**Sacramento, CA 95899-7413**

- Complaint forms are available at:  
<https://www.dhcs.ca.gov/discrimination-grievance-procedures>
- Electronically: Send an email to:  
[Civil Rights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov)

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## **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call: **1-800-368-1019**.  
If you cannot speak or hear well, please call:  
**TTY/TDD 1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:  
**U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.  
Room 509F, HHH Building  
Washington, D.C. 20201**
- Complaint forms are available at:  
<http://www.hhs.gov/ocr/office/file/index.html>
- Electronically: Visit the Office for Civil Rights Complaint Portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



## **Notice of Availability of Language Assistance Services and Auxiliary Aids and Services**

### **English**

**ATTENTION:** If you need help in your language call 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-870-8786 or 1-707-565-6900 (TTY: 711). These services are free of charge.

### **العربية (Arabic)**

يُرج الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ

1-800-870-8786 or 1-707-565-6900

(TTY:711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات

المكتوبة

بطريقة بريل والخط الكبري. اتصل بـ 1-800-870-8786 or 1-707-565-6900

(TTY: 711). هذه الخدمات مجانية .

### **Հայերեն (Armenian)**

**ՈՒՇԱԴՐՈՒԹՅՈՒՆ:** Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-870-8786 or 1-707-565-6900

(TTY: 711): Կան նաև օժանդակ միջոցներ ու

ծառայություններ հաշմանդամություն ունեցող անձանց

համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ

տպագրված նյութեր: Զանգահարեք 1-800-870-8786 or 1-

707-565-6900 (TTY: 711): Այդ ծառայություններն անվճար

են:

## **ខ្មែរ (Cambodian)**

ចំណាំ៖ បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-870-8786 or 1-707-565-6900 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ

ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-870-8786 or 1-707-565-6900 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

## **繁體中文 (Chinese)**

请注意：如果您需要以您的母语提供帮助，请致电 1-800-870-8786 or 1-707-565-6900 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-870-8786 or 1-707-565-6900 (TTY: 711)。这些服务都是免费的。

## **فارسی (Farsi)**

توجه: اگر می خواهید به زبان خود کمک دریافت کنید، با 1-800-870-8786 or 1-707-565-6900 (TTY: 711) تماس بگیرید. کمک ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه های خط بریل و چاپ با حروف بزرگ، or 1-707-565-6900 نیز موجود است. با 1-800-870-8786 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می شوند.

## हिंदी (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-870-8786 or 1-707-565-6900 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-870-8786 or 1-707-565-6900] (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

## Hmoob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

## 日本語 (Japanese)

注意日本語での対応が必要な場合は 1-800-870-8786 or 1-707-565-6900 (TTY: 711)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-870-8786 or 1-707-565-6900 (TTY: 711)へお電話ください。これらのサービスは無料で提供しています。

## 한국어 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-870-8786 or 1-707-565-6900 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-870-8786 or 1-707-565-6900 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

## **ພາສາລາວ (Laotian)**

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-870-8786 or 1-707-565-6900 (TTY: 711).

ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-870-8786 or 1-707-565-6900 (TTY: 711).

ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

## **Mien**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

## **ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-870-8786 or 1-707-565-6900 (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-870-8786 or 1-707-565-6900 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

## **Русский (Russian)**

**ВНИМАНИЕ!** Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-870-8786 or 1-707-565-6900 (линия ТТУ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-870-8786 or 1-707-565-6900 (линия ТТУ: 711). Такие услуги предоставляются бесплатно.

## **Español (Spanish)**

**ATENCIÓN:** si necesita ayuda en su idioma, llame al 1-800-870-8786 or 1-707-565-6900 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Estos servicios son gratuitos.

## **Tagalog (Filipino)**

**ATENSIYON:** Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Libre ang mga serbisyong ito.

## **ภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-870-8786 or 1-707-565-6900 (TTY: 711) นอกจากนี้

ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ

สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ

ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่

กรุณาโทรศัพท์ไปที่หมายเลข 1-800-870-8786 or 1-707-565-6900 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้.

## **Українська (Ukrainian)**

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Ці послуги безкоштовні.

## **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-870-8786 or 1-707-565-6900 (TTY: 711). Các dịch vụ này đều miễn phí.