



As a Patient of Avante Behavioral Health Plan (ABHP)

You have the right to receive services:

- From providers of behavioral healthcare services who are qualified, competent, focused on your care and reasonably accessible to you.
- In a physical environment that is safe, sanitary, and conducive to effective treatment and which appropriately safeguards your rights to privacy and confidentiality.
- With respect for cultural and ethnic identity, religion, disability, gender, age, marital status, and sexual preference.
- That emphasizes your participation in developing a treatment plan that is specific to your needs and includes your agreement to work toward defined goals.
- That may include a candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Free of unprofessional behavior by providers or staff.

You have the right to obtain current information concerning:

- Names and credentials of clinicians involved in your care.
- Diagnosis, recommended treatment and potential alternatives, accompanying risks, benefits and costs in terms that you can reasonably understand.
- Services available and related charges, including charges for services not covered under your health benefit plan.
- Circumstances or conditions under which your care may be transferred to another healthcare professional, treatment program or facility, and the accompanying risks, benefits and costs of such a transfer.
- Practices that relate to your care and treatment services.

Your responsibilities to ensure better treatment outcomes:



- Records pertaining to your care, having the information explained or interpreted as necessary, except when protected or restricted by law, or when the information would be medically imprudent.
- Resources for communicating concerns or questions and for resolving dispute, conflicts or grievances from your provider or from ABHP.
- Resources, policies and procedures including, but not limited to, treatment authorization and utilization review process, without charge.

You have the right to protection of your privacy and confidentiality:

- In case discussions, consultations, examinations, and treatment services.
- In communications and records pertaining to care, except in cases such as suspected child, elder, or dependent abuse and danger to self or others, when reporting is permitted or required by law.
- In cases where medical information is important to share to assure medical appropriateness, such as to a referring primary care physician. A signed release will be obtained before sharing the information and the confidentiality of the information will be emphasized when it is released. Violation of the Federal law and regulation by ABHP, its contracting providers and/or employees is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs.

You have the responsibility:

- To provide us with the information needed in order to care for you.
- To be honest about facts, feelings or ideas that relate to your care.
- To attempt to understand the medical problems identified, follow the directions and advice offered by your therapist and ask for clarification if you do not understand issues that relate to your care.
- To keep appointments and cooperate with the clinician and staff.
- To notify your provider at least 24 hours ahead of time in the event that you cannot make your scheduled appointment or when you are stopping treatment.



- To be considerate, respectful and supportive of the rights, property and environment of other patients, providers, and staff.
- To safeguard the confidentiality and privacy of your own personal care as well as that of other patients.
- To accept the financial responsibility associated with services received from your provider.
- To communicate concerns, complaints or grievances through appropriate channels.
- Be familiar and comply with ABHP's health care service delivery system regarding access to routine, urgent and emergent care.