

## ▶ WHAT IS THE MEMBER HANDBOOK AND ORIENTATION VIDEO?

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The **Member Handbook** gives you a full explanation of the substance use disorder treatment benefits under Los Angeles County's Substance Use Disorder Specialty Care plan (or "County Plan"), including: who is eligible and what services are available at no-charge. A free printed copy of the Member Handbook in large print and in other languages is available from your treating provider or can be downloaded at <http://publichealth.lacounty.gov/sapc/PatientPublic.htm?hl>.

The **Member Orientation** video gives you an easy to understand summary of the Member Handbook and describes key benefits available to you under the County Plan.

## ▶ YOUR RIGHTS

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As an eligible member of the County Plan, you have a right to receive medically necessary substance use treatment services. A full listing of your rights are available in your Member Handbook. You have the right to:

- Be free from mental and physical abuse, exploitation, coercion, and physical restraint
- Have your health information kept protected and private
- Participate in decisions regarding your care, including the right to refuse treatment
- Receive care in a treatment setting that is safe and ethical
- File a grievance (or complaint)
- Be free to exercise these rights without it negatively affecting how you are treated

## ▶ NON-DISCRIMINATION STATEMENT

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The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control (SAPC), and its contracted treatment providers comply with applicable federal and state non-discrimination civil rights laws. You can report violations to the County Plan using the contact information provided on the next page.

## ▶ NO-COST TREATMENT SERVICES

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As an eligible member of the County Plan, your treating provider cannot ask you for payment to provide any service described in your Member Handbook. This means: • No fees • No deposits • No costs of any kind unless required by your Medi-Cal benefit.

## ▶ PATIENT ACCESS SYSTEM PORTAL

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You have the ability to access your own substance use data, either directly or by using your approved third third-party applications, from the County Plan's Electronic Health Record system. Your provider will share information on how to access the Patient Access System Patient Portal.

