

YOUR RIGHTS

Substance Use Disorder Treatment

As someone who lives in Los Angeles County and is eligible for Medi-Cal or other select County programs, you have a right to receive medically necessary substance use treatment services at no cost to you.

You also have the right to:

- Be treated and receive care with dignity and without discrimination based on your race, national origin, ethnic group identification, age, mental ability, physical ability, medical condition, religion, gender identity, or sexual orientation.
- Participate in decisions about your substance use care, including the right to refuse treatment.
- Receive an individualized, outcome-driven treatment plan.
- Be free from mental and physical abuse, exploitation, coercion, and physical restraint.
- Receive written materials critical to your care in other formats (such as other languages, large print size, braille, and audio), upon request.
- Receive evidence-based and ethical treatment by qualified staff in a safe and healthful environment.
- Have your health information kept protected and private, and the ability to opt-out of receiving fundraising communications.
- Receive services in a manner that respects and acknowledges the impact of language, culture, and abilities on the individual.
- Request and receive a copy of your medical records, and request that they be amended or corrected as specified in 45 CFR §164.524 and 164.526.
- Receive oral interpretation services in your preferred language.
- Receive access to medically necessary services out-of-network, if the County does not have a provider who can deliver the services.
- Receive timely access to care.
- Request an appeal if you receive a Notice of Adverse Benefit Determination.
- Be treated simultaneously for co-occurring behavioral health conditions.
- Remain in treatment for as long as the treatment provider is authorized to treat you.
- Receive support, education, and treatment for your families and loved ones, if the treatment provider is authorized to provide these services.
- Make a complaint to the facility where you receive your care, the County, and in some cases, the Health and Human Services Secretary, and receive a response.
- Exercise these rights without it negatively affecting the services you receive.

For more information regarding your rights, refer to your Member Handbook or go to publichealth.lacounty.gov/sapc/PatientPublic.htm for all other rights as provided by law or regulation.

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