

## Confidentiality

The DMC-ODS is committed to protecting your privacy. The confidentiality of alcohol and drug abuse patient records maintained by a 42 CFR Part 2 program is protected by Federal law and regulations. In general, we will not give out information about you or your treatment unless you give permission, or unless allowed or required by law. Additional details on how your medical information may be used can be found on the County of Marin Notice of Privacy Practices.

## Getting a Second Opinion or Changing Providers

You are encouraged to discuss any problems or concerns related to your treatment with your provider. If you remain dissatisfied, you have the right to request a second opinion about your treatment, request a change in provider, or file a grievance. Please contact the Marin County Access Line at 1-888-818-1115 (toll free) for assistance.

## Your Suggestions

Members' suggestions and opinions are important to improving the quality and effectiveness of services. **The DMC-ODS periodically conducts client satisfaction surveys to get your opinions.** Members are encouraged to submit ideas for improving services at any time by writing, phoning or telling a member of the DMC-ODS in person.

## Consumer Grievance Resolution

Members who have a grievance are encouraged to discuss it directly with their providers. If you are still not satisfied with your services, you have the right to file a grievance. **There will be no retaliation or discrimination for expressing a concern or filing a grievance.** Members may file a grievance over the phone; or you may

request a grievance form from your provider, or from the County of Marin Access Team at **1-888-818-1115 (toll free)** in order to file a written grievance. Grievances are reviewed by the DMC-ODS, which assures timely resolution within 90 days. Members may authorize another person to act on their behalf at any point in this process.

## Appeals

An appeal is a request for a review of a problem you have with the DMC-ODS or your provider that involves denial or changes to services. A standard appeal may take up to 30 day to review. If you think waiting 30 days will put your health at risk, you should ask for an 'expedited appeal'. For more information on how to file an appeal and your rights, please contact the Access Line at **1-888-818-1115 (toll free)**.

## Fair Hearings

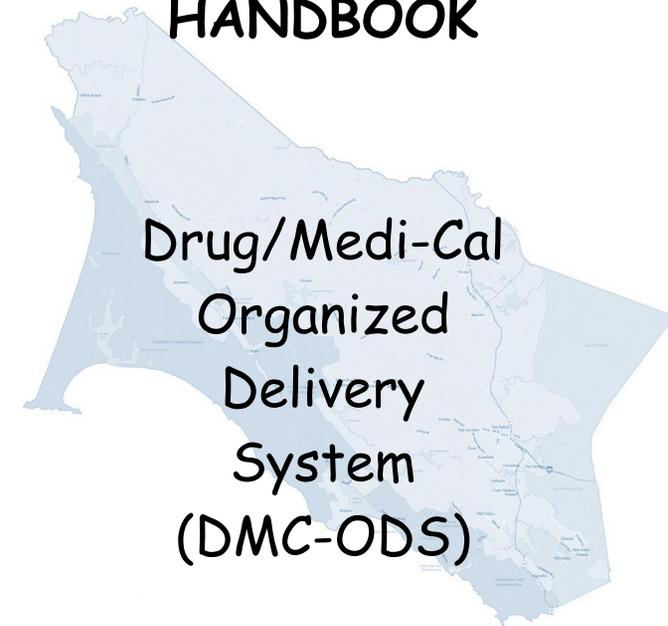
When members receive a Notice of Action stating that services have been denied, changed or terminated, they may file for a State Fair Hearing within 120 days of the postmark date of the appeal decision.

To keep the same benefits while you wait for a hearing, you must ask for a hearing before the date that your benefits are changed or taken away so that you will receive the same benefits until your hearing.

To find out how to schedule your Fair Hearing and rules that govern representation at the hearing, you may call **1-800-952-5253** or TDD: 1-800-952-8349. The FAX is 1-916-229-4110 or you may send mail to:

*State Hearing Division  
California Department of Social Services  
P. O. Box 944243  
Mail Station 19-37  
Sacramento CA 94244-2430.*

# MEMBER HANDBOOK



County of Marin  
Dept of Health & Human Services  
Behavioral Health and Recovery Services  
Drug/Medi-Cal Organized Delivery System  
20 North San Pedro Road  
San Rafael, CA 94903

[www.marinhhs.org/DMCWaiver](http://www.marinhhs.org/DMCWaiver)

**Access Line**  
**Phone: 1-888-818-1115 (toll free)**  
**Fax: 1-415-473-2353**

Welcome to the County of Marin Drug/Medi-Cal Organized Delivery System (DMC-ODS). As your DMC-ODS provider, we have the responsibility for making needed substance use services readily available to you; as a member, you have certain rights and responsibilities. **For a complete list refer to the Beneficiary Booklet.** If you have further questions after reading it, you may call the Access Line at 1-888-818-1115 (toll-free) to have your questions answered.

### Se Usted Habla Español

Se necesita esta información en español, por favor llame al **1-888-818-1115** (gratis en California).

## How to Get Substance Use Services

As Medi-Cal beneficiaries, if you think you or a family member needs substance use services, call the Access Line at 1-888-818-1115 (toll free).

The Access Line will perform a screening and provide a referral to a DMC-ODS Plan provider, who will perform an assessment to determine medical necessity based on American Society of Addiction Medicine (ASAM) criteria.

## Member Rights

- Be treated with dignity, respect and the utmost consideration for your privacy.
- Receive information about treatment options and alternatives, presented in a language you can understand.
- Participate in decisions regarding your health care, including the right to refuse treatment
- Request and receive a copy of your medical records, and request that they be amended or corrected.

- Voice grievances, either verbally or in writing, about the organization or the care received.
- Request a State Medi-Cal fair hearing, including information on the circumstances under which an expedited fair hearing is possible.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Freedom to exercise these rights without adversely affecting how you are treated by the county plan, providers, or the State.

## Member Responsibilities

- Carefully read the member informing materials that you have received from the county plan. These materials will help you understand which services are available and how to get treatment if you need it. Attend your treatment as scheduled. You will have the best results if you follow your treatment plan.

## Emergency Services

If you have a life-threatening emergency, call **911** or go to the nearest emergency room.

## After Hours Services

If you have questions or need to speak to someone after normal business hours, call the Access Team at **1-888-818-1115** (toll-free) or Helen Vine Recovery Center at 1-415-492-0818.

Helen Vine Recovery Center is a non-medical detoxification program where adults under the influence of drugs and/or alcohol can safely withdraw from the ill effects of intoxication.

## Substance Use Services

**Early Intervention Services** provides Screening, Brief Intervention, and Referral to Treatment

**Outpatient Services** provides adults with less than nine hours and adolescents with less than six hours of services per week for recovery or motivational enhancement therapies/ strategies.

**Intensive Outpatient Services** provides adults with nine hours or more and adolescents with six hours or more of services per week of counseling and education about addiction-related problems.

**Partial Hospitalization** provides 20 or more hours of clinically intensive programming per week and are to meet the identified needs which warrant daily monitoring or management but which can be appropriately addressed in structured outpatient setting.

**Residential Treatment** provides short-term 24-hour residential care that provides rehabilitation services in a non-institutional setting.

**Withdrawal Management** provides intake, observation, medication services and discharge services.

**Opioid (Narcotic) Treatment Program** provides daily or several times weekly opioid agonist medication and counseling available to maintain stability for those with opioid use disorder.

**Medication Assisted Treatment** provides ordering, prescribing, administering, and monitoring of medications for substance use disorders.

**Recovery Services** provides services after completing a course of treatment whether they are triggered, have relapsed or as a preventative measure to prevent relapse.

**Case Management** services will be utilized to assist a beneficiary to access needed medical, educational, social, prevocational, vocational, rehabilitative, or other community services.