

# KNOW YOUR RIGHTS

**ARE YOU OR IS SOMEONE YOU LOVE A MEDICAID MEMBER WHO HAS TRIED TO SEEK MENTAL HEALTH CARE ONLY TO BE TOLD BY A PROVIDER THAT THERE IS A 3 WEEK OR EVEN A 3 MONTH WAITING LIST?**

## **Know Your Rights!**



If you are seeking outpatient therapy services, you have a right to access to timely care.

In fact, did you know that Medicaid members should never be placed on waiting lists for routine mental health services? **You have the right to have a therapy appointment provided to you within 7 days after you ask for care.**

## **You can take steps to protect your access to care:**



- If you go into a mental health provider and you are told there is anything longer than a 7 day wait for an appointment, you should immediately ask to speak with a manager or supervisor.
- Tell the supervisor that it is your understanding that you have a right to access to care within 7 days.
- If you are still not offered a timely appointment, contact a care coordinator at your Regional Accountable Entity.
- Your RAE is required to get you an appointment within 7 days.
- The original provider you sought care from may not have appointments available, but the RAE is responsible for providing care coordination services in order to ensure access to mental health care within 7 days of seeking an appointment.

**YOU SHOULD NEVER WAIT MORE THAN 7 DAYS WHEN SEEKING AN APPOINTMENT FOR MENTAL HEALTH CARE. IF YOU ENCOUNTER PROBLEMS WITH YOUR PROVIDER OR RAE, PLEASE FILE A COMPLAINT WITH THE OMBUDSMAN FOR HEALTH FIRST COLORADO MANAGED CARE AT: (303)-830-3560 OR (877)-435-7123 (STATE RELAY 711) OR EMAIL [HELPI23@MAXIMUS.COM](mailto:HELPI23@MAXIMUS.COM). YOU CAN REACH OUT TO MENTAL HEALTH COLORADO AT [INFO@MENTALHEALTHCOLORADO.ORG](mailto:INFO@MENTALHEALTHCOLORADO.ORG). IF YOU ARE EXPERIENCING A MENTAL HEALTH CRISIS, DIAL 988.**



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