

CO Medicaid Member Rights and Responsibilities

What are my Rights? You have the right to:

- Be treated with respect and dignity by everyone who works with Molina Healthcare.
- Get information about Early Childhood Wellness Place, our providers, our services and your rights and responsibilities.
- Choose your Provider at Early Childhood Wellness Place.
- Be informed about your child's mental health.
- Cost or benefit coverage. You have the right to have all your child's mental health related questions answered.
- Help make decisions about your child's mental healthcare. You have the right to refuse any recommended therapy.
- Privacy. Early Childhood Wellness Place keeps your child's mental health records private.**
- Complain about Early Childhood Wellness Place or your child's therapy. You can call, fax, email or write to the Director/Owner of Early Childhood Wellness Place: Fax: 303-460-7850. Email: Blair@EarlyChildhoodWellnessPlace.com
- Ask for a second opinion about your child's mental health condition.
- Ask for someone outside Early Childhood Wellness Place to look into therapies that are experimental or being done as part of exploration.
- Not be asked to bring a minor, friend, or family member with you to act as an interpreter.
- Not to be treated poorly by Early Childhood Wellness Place, their providers or the Department of Health for acting on any of these rights.
- Make recommendations regarding the organization's member rights and responsibilities

What are my Responsibilities?

- Learn and ask about your child's mental health benefits. If you have questions about your benefits call toll-free (1-800-221-3943)
- Give information to your Early Childhood Wellness Place, provider, that is needed to care for your child's mental health needs.
- Be active in decisions about your child's mental health care.
- Follow the care plans and instructions for care that you have agreed on with your Early Childhood Wellness Place provider.
- Build and keep a strong patient-therapist relationship.
- Cooperate with your Early Childhood Wellness Place provider and their staff, keep appointments, and be on time. If you are going to be late or cannot keep a scheduled appointment, you need to contact the provider/office and abide by the schedule policies of the office. **24hrs Prior Cancellation notice is required.
- Give your Child's State Medicaid card or accurate ID# when receiving mental health services.
- Tell your Early Childhood Wellness Place Provider if you think therapy services are not working.

My signature below shows that I have been informed of my rights and responsibilities, and that I understand this information

Parent/Guardian Signature: _____ Date: _____

The signature below shows that I have explained this statement to the child's parent or guardian. I have offered them a copy of this form.

ECWP Provider Signature: _____ Date: _____