

Puzzled about ADHD?

- ▶ Are you a member of Blue Shield of California HMO or PPO?
- ▶ Do you have a child between the ages of six and twelve who has been recently diagnosed with Attention-Deficit/Hyperactivity Disorder (ADHD)?

If you answered “yes” to these questions, then you are eligible to participate in a health educational program sponsored by U.S. Behavioral Health Plan, California, the organization that manages mental health services for Blue Shield of California.

- ▶ Look for educational materials to arrive in the mail soon, or call (619) 641-6335 and leave your name and address; the materials will be mailed to you.

Depression Can Be a Frustrating Disease

- ▶ Are you a member of Blue Shield of California HMO or PPO?
- ▶ Have you recently been hospitalized with depression?
- ▶ Would you like to decrease your risk for another hospitalization for depression?

If you answered “yes” to these questions, then you are eligible to participate in a preventive health educational program sponsored by U.S. Behavioral Health Plan, California, the organization that manages mental health services for Blue Shield of California.

- ▶ Look for educational materials to arrive in the mail soon, or call (619) 641-6335 and leave your name and address; the materials will be mailed to you.

USBHPC Enrollee Rights and Responsibilities

- Enrollees have the right to be treated with personal dignity and respect
- Enrollees have the right to care that is considerate and respects their personal values and belief system
- Enrollees have the right to personal privacy and confidentiality of information
- Enrollees have the right to receive information about USBHPC's services, clinicians, clinical guidelines, quality improvement program, and enrollee rights and responsibilities
- Enrollees have the right to reasonable access to care regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability
- Enrollees have the right to participate in an informed way in the decision making process regarding their treatment planning
- Enrollees have the right to discuss with their clinicians and facilities the medically necessary treatment options for their condition regardless of cost or benefit coverage
- Enrollees have the right of enrollees' families to participate in treatment planning as well as the right of enrollees over 12 years old to participate in such planning
- Enrollees have the right to individualized treatment, including:
 - Adequate and humane services regardless of the source(s) of financial support
 - Provision of services within the least restrictive environment possible
 - An individualized treatment or program plan
 - Periodic review of the treatment or program plan
 - An adequate number of competent, qualified, and experienced professional clinical staff to supervise and carry out the treatment or program plan
- Enrollees have the right to participate in the consideration of ethical issues that arise in the provision of care and services, including:
 - Resolving conflict
 - Withholding resuscitative services
 - Forgoing or withdrawing life-sustaining treatment
 - Participating in investigational studies or clinical trials
- Enrollees have the right to designate a surrogate decision-maker if the enrollee is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care
- Enrollees and their families have the right to be informed of their rights in a language they understand
- Enrollees have the right to voice complaints or appeals about USBHPC, clinicians and facilities or privacy practices
- Enrollees have the right to request to inspect and obtain a copy of their Protected Health Information (PHI), to amend their PHI, to restrict the use of their PHI, and to receive an accounting of disclosures of PHI
- Enrollees have the right to make recommendations regarding USBHPC enrollee rights and responsibilities policies
- Enrollees have the right to be informed of rules and regulations concerning enrollee's conduct
- Enrollees have the responsibility to give their clinicians and facilities and USBHPC the information needed in order to receive care
- Enrollees have the responsibility to follow their agreed upon treatment plan and instructions for care
- Enrollees have the responsibility to participate, to the degree possible, in understanding their behavioral health problems and developing with their clinician mutually agreed upon treatment goals