



THURSTON MASON BEHAVIORAL HEALTH ORGANIZATION (TMBHO)

TMBHO Enrollee Notification of Rights

CFR: §438.100(b); (f) (2)–(6)

- You have the right to know if any TMBHO Network Provider has restrictions or limitations on services based on religious or moral grounds. TMBHO does **not** contract with providers who restrict or limit their services based on moral or religious grounds.
- You have the right to request services that are outside of the TMBHO Network, if:
 - The service is not offered within the TMBHO service area; and
 - You meet medical necessity for that service.
- You have the right to request the names, locations, and telephone numbers of all providers in the TMBHO Network. This includes a listing of all non-English languages spoken by individuals at the provider agencies. Please contact the TMBHO customer service line for more information.
- You have the right to request information on the specialties offered by provider agencies. Please contact the TMBHO customer service line for more information.
- You have freedom of choice as a consumer in the TMBHO Network. Not every Network Provider offers the same services, however. You have the right to be provided with information on any restrictions to your freedom of choice from providers within the TMBHO network.

CFR: §438.100(b) (2) (iv)

- You have the right to create a mental health advance directive. Your Network provider will assist you in creating an advance directive, or you may call TMBHO for information on how to complete an advance directive.
- If you have a mental health advance directive, and certain parts of it were not followed or honored, you may file a complaint or grievance. Please contact the TMBHO Ombuds to file a complaint if your advance directive was not followed.