

Humboldt County Behavioral Health Values, Respects, and Advocates Client Rights.

CLIENTS OF HUMBOLDT COUNTY BEHAVIORAL HEALTH ARE ENTITLED TO:

Respectful treatment by the agency, clinic, and hospital staff members.

Information about available treatments and alternative, access and availability of services, and coverage and authorization of services.

Participate in decisions about treatment, including the right to refuse treatment.

Informed consent to treatment and to prescribed medications, including receiving information about side effects.

Be free of any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.

Confidential care and record keeping.

Register a grievance or appeal.

Request a second opinion or a change of provider.

Authorize another person to act on their behalf during the grievance, appeal and/or Fair Hearing process.

Receive services which are culturally competent and sensitive to language and cultural differences.

With the client's permission, **involve significant others** in treatment planning.

Request and receive a copy of their medical records, and request that they be amended or corrected.

Services provided in a safe environment.

GRIEVANCE AND APPEAL PROCESSES

If you are dissatisfied with or have a problem with our services, you may make your problem known to any Behavioral Health staff person and they will try to help. You may also file a Grievance or Appeal through the following processes. Your problem will be kept confidential and you will not be subject to any penalty or discrimination for filing a Grievance, Appeal, or State Fair Hearing.

Grievances

You can file a Grievance verbally or in writing. Client Problem Resolution Request Forms are available at all sites, or you can call one of the numbers below to ask for a form or to register a Grievance.

Appeals

If you feel that you have been denied a service or services, or that services have not been provided in a timely manner, you may file an Appeal by completing the Client Problem Resolution Request Form or calling one of the numbers below.

Numbers to call:
1-888-849-5728 (toll-free)
707-268-2955, option 2 (Quality Improvement)

Please review the "Client Problem Resolution Guide" brochure for more information regarding these processes.

STATE FAIR HEARINGS

Once you have completed the problem resolution process as mentioned above, and if you are a Medi-Cal beneficiary, you have the right to request a State Fair Hearing. Fair Hearings are for people with Medi-Cal who have experienced a denial, reduction, or termination of behavioral health services, or who have not received a response to their Grievance within the allotted time period.

This is the phone number to call to request a State Fair Hearing: 1-800-952-5253.

If you would like further information about State Fair Hearings, you may call the Quality Improvement Coordinator at (707) 268-2955, or the State Mental Health Ombudsman at 1-800-896-4042.

CONFIDENTIALITY

Behavioral Health staff and contracted providers follow legal procedures to honor the confidentiality of members, services, and records.



Psychiatric Emergency Services

707-445-7715

Crisis staff are available on a 24-hour basis to provide assessment, counseling, and/or stabilization services to persons who are in acute emotional or psychological distress. Sempervirens, a psychiatric health facility, is available for individuals who meet criteria for emergency psychiatric hospitalization.

Adult Outpatient Services

707-268-2900

Services available include assessment, medication support, case management, and brief intervention counseling. Same Day Services are available 5 days per week for urgent problems. Outreach is provided through Adult Case Management Services, Street Outreach Services (for the homeless population), and Older Adult Services. Employment readiness services are provided for CalWORKs clients by HumWORKs or Employment Training Division.

Children and Family Services

707-268-2800

Services available include assessment, therapy, case management, psychological services, and medication services in the Outpatient Clinic and a variety of community settings. Urgent care appointments are available and clinical phone screen occurs upon contact.

Dual Recovery Services

707-476-4054

Alcohol and other drug treatment for adults and adolescents. Co-occurring services are available at Adult SUD and Healthy Moms, a women's perinatal intensive day treatment program. Treatment for CalWORKs recipients with behavioral health, substance use, and/or domestic violence issues provided by HumWORKs.

Managed Care Organization

707-268-2955

Humboldt County Behavioral Health also contracts with community behavioral health providers to provide services to Medi-Cal beneficiaries. Please ask the receptionist for a current list of our contract providers.

Behavioral Health Services include:

Medication Support: medication evaluations, follow-up appointments, education, long-acting injection clinic, assistance with refills and Medi-Cal TARs.

Case Management: assistance and advocacy for clients aimed at quality of life improvement; assistance with accessing desired services in the community such as adequate housing, employment training, placement, SSI, GR, medical, dental, and educational resources.

Rehabilitation: assistance with acquiring life skills, focused on achieving agreed-upon goals to help clients take charge of their lives.

Brief Intervention Counseling: individual and group, short-term, problem centered counseling, aimed at managing symptoms and restoring optimum functioning.

Day Treatment: provides a structured day program for stabilization in community living for persistently mentally ill adults and emotionally disturbed children.

Therapeutic Behavioral Services: time limited, one-to-one therapeutic services for children/youth to maintain the child's residential placement at the lowest level of care by focusing on target behaviors. (Medi-Cal only)

Referrals to other county and community agencies.

Information about Humboldt County Behavioral Health



Humboldt County Department of Health
and Human Services
Behavioral Health
720 Wood St.
Eureka, CA 95501

1-888-849-5728