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?

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 conditions 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 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 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