

# Consumer Rights

## You have the right to:

1. Get services from qualified professionals
2. Be treated fairly and have your rights protected
3. Get information about your care and services, including choices
4. Be involved in making decisions about your care
5. Have information about you kept confidential
6. Make a complaint or grievance about your services without fear of retaliation
7. File an appeal if your services are denied, reduced, delayed, or stopped

### Thanks to our funders:

Blue Shield of California  
California Department of Health Care Services  
The California Endowment  
County of San Diego  
Covered California  
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Gary and Mary West Foundation  
Scripps Health

blue shield of california



**Consumer Center for Health Education and Advocacy**

a project of the Legal Aid Society of San Diego Inc



**LEGAL AID SOCIETY OF SAN DIEGO, INC.**

JUSTICE BEGINS HERE



# Helping People Understand and Use the Physical and Behavioral Health Care System

The Consumer Center helps people access needed health care services from both government health coverage programs and private insurance plans. We serve as the Cal MediConnect Service Ombudsman and county-designated Patients' Rights Advocate for outpatient specialty behavioral health services. Our advocates can help you learn about:

- Which coverage programs are available to you
- How to access needed services, treatments, and medications
- Your rights when your coverage or plan says no or when you receive inappropriate medical bills

## Finding the Coverage to Meet Your Needs

If you do not know which coverage program is right for you, please call us. Your income, citizenship, age, residency, and disability status will help determine which programs and services are right for you.

- **Managed Care Plans**
- **Medi-Cal**
- **Mental Health and Substance Abuse Disorder Services**
- **Cal MediConnect**
- **Covered California**
- **County Medical Services**



## Other Ways We Can Help

**Our advocates can help you if you are:**

- Told you do not qualify for services
- Denied or terminated from care or services
- Told your services will be changed
- Not able to get or pay for medications, supplies, or equipment
- Dissatisfied with the services or quality of the care you are getting

We are ready to help! Our health advocates can start helping you as soon as you call.

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