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
Department of Managed Health Care
Gary and Mary West Foundation
Scripps Health

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COVERED CALIFORNIA

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California Department of Health Care Services

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY | LIVE WELL SAN DIEGO

DEPARTMENT OF Managed Health Care

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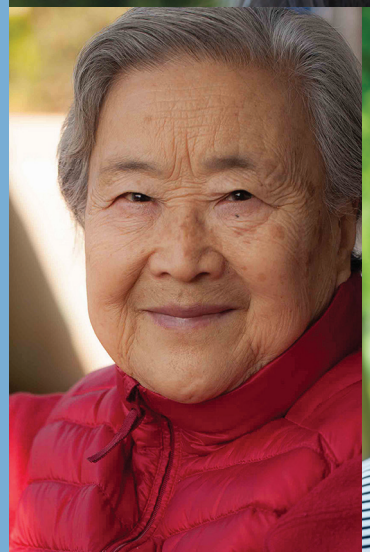
Consumer Center for Health Education and Advocacy

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 Medicare Medi-Cal 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**
- **Dual Special Needs Plans and PACE**
- **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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1764 San Diego Avenue, Suite 100
Monday to Friday, 9 am - 5 pm
(877) 734-3258 Toll Free
(877) 735-2929 TTY
(619) 471-2782 FAX

www.lassd.org