



Individual Rights & Responsibilities

Grievance Procedure

RHS presumes individuals and/or their parent/guardian are legally competent unless proven otherwise by court documentation. Enrolling in and receiving services from RHS does not reduce or alter any individual's legal rights. RHS fulfills its role as a mandated reporter in cases of suspected abuse, abandonment, or neglect involving individuals receiving services, regardless of age. In compliance with Idaho law, RHS is obligated to warn potential victims if an explicit threat is made by an individual who appears intent and capable of carrying out the threat.

Individual Rights:

- 1) To receive compassionate, respectful and dignified care, free from any form of abuse. Services will be provided in the least restricted environment, with respect for personal privacy (see Privacy Notice).
- 2) Fair and non-discriminatory treatment regardless of race, ethnicity, national origin, religion, sex, age, disability, sexual orientation or source of payment. Information will be provided in a language understood by the individual upon request.
- 3) To receive information about all services provided by RHS, including details of the professionals assigned to their care. Services are determined by medical necessity and may require third-party authorization
- 4) To accept or refuse services and actively participate in treatment planning. They may request reviews, changes to their plan or a different assigned professional.
- 5) Services provided in a timely manner. In emergencies individuals should contact the nearest emergency department, urgent care center, crisis center or dial 911 or 988 based on need.
- 6) Communication with assigned professionals will occur promptly.
- 7) Individuals may request their records from RHS, which will be provided in a timely manner. Behavioral health records may be subject to redaction on a case-by-case basis.
- 8) Service animals may be asked to leave the premises if they are out of control and the handler does not take effective actions to manage it or it is not housebroken.
- 9) Individual will be informed of their rights to file grievances, and RHS will assist in facilitating the grievance process.

Individual Responsibilities:

- 1) Must provide current contact, insurance and health information to RHS.
- 2) Must treat professionals, office staff and others with respect and dignity.
- 3) Are expected to keep scheduled appointments. If they are unable to attend, they should notify RHS as soon as possible (see Cancellation/No Show Policy).
- 4) Should actively engage in their treatment and follow the care plan agreed upon with their provider.
- 5) Must make good-faith effort to meet their financial responsibilities, such as deductibles and co-payments based on their payor contracts.

Grievance Procedure:

- 1) If you have any issues first discuss them with your assigned professional.
- 2) If issues remain unresolved as to speak with your professional's supervisor. All concerns are recorded and reviewed weekly.
- 3) You may submit a grievance to the main office in writing through email (rshsr@rhscares.com) or by mail Human Resources RHS, 1675 Curlew Dr. Idaho Falls ID 83406.
- 4) Such grievances are to be filed in writing within 30 days of the incident and will be provided to the Executive Team for review within 2 days of the Human Resource staff receiving them. Every effort will be made to issue a decision within 15 business days.
- 5) During this time RHS will make every effort to keep services ongoing, although a staffing change may need to be made during investigations.
- 6) RHS encourages you to reach out to your insurance provider directly regarding coverage issues, claim disputes, billing errors and denial of services. RHS will support you with submitting a complaint to your insurance provider if you request such assistance.
- 7) If you are enrolled in the YES program you may submit anonymous concerns or grievances through that program's email yes@ddhw.idaho.gov or by accessing the online form on their website.

- 8) If you believe your health information privacy rights under HIPPA have been violated, you may file a complaint with the Office for Civil Rights (OCR). Complaints must be in writing, include the entity's name, description of the violation and be filed within 180 days of the occurrence. Assistance is available at 1-800-368-1019. Complaints can be filed electronically or by mail to the OCR Regional Office in our area.
We are Region X (AK, ID, OR, WA)

Mail: Office for Civil Rights
U.S. Department of Health & Human Services
22014 Sixth Ave- Mail Stop Rx-11
Seattle WA 98121

Phone: 206-615-2290

Fax: 206-615-2297

Email: OCRComplaint@hhs.gov