

## American Indian/Alaskan Native Concerns About Services Received Through the North Sound BHO

Any American Indian/Alaska Native who is not satisfied with the services she/he or a family member receives from any North Sound BHO provider is encouraged to contact the

### *North Sound Regional Ombuds.*

All concerns are strictly confidential.

Ombuds will contact the North Sound BHO provider to find a solution that satisfies the individual. If the individual is not satisfied, Ombuds will file a grievance for the individual.

Ombuds is independent of the North Sound BHO and all its contract providers. By law, no one may interfere with Ombuds or the individual, and retaliation of any kind is illegal.

Any Tribal Behavioral Health Director or American Indian/Alaska Native who is not satisfied with a provider response or any aspect of the Ombuds service may also contact the North Sound BHO at the contact information below.

North Sound Regional Ombuds  
320 Pacific Place  
Mount Vernon, WA 98273  
888-336-6164

North Sound BHO  
301 Valley Mall Way, Suite 110,  
Mount Vernon, WA 98273  
360-416-7013 or 800-684-3555

## Contacting Tribes for Collaboration and Traditional Healing Services in the North Sound Region

### didg'w'alič Wellness Center

8212 S. March Point Road  
Anacortes, WA 98221  
P 360-588-2800, F 360-588-2808

### Lummi Nation

Lummi Behavioral Health Division  
2665 Kwina Rd. Bellingham, WA 98226  
P 360-312-2019, F 360-380-6976

### Nooksack Indian Tribe

Nooksack Indian Health Care Center  
2510 Sulwhanon Dr. Everson, WA 98247  
P 360-966-2106, F 360-966-2304

### Samish Indian Nation

Samish Health & Human Services  
1809 Commercial Ave. Anacortes, WA 98221  
P 360-899-5282, F 360-299-4357

### Sauk-Suiattle Indian Tribe

Sauk-Suiattle Tribal Clinic  
5318 Chief Brown Ln. Darrington, WA 98241  
P 360-436-2842, F 360-436-2229

### Stillaguamish Tribe of Indians

Behavioral Health Program  
10714 59th Ave. NE, Arlington, WA 98223  
P 360-435-3985, F 360-403-9026

### Swinomish Indian Tribal Community

Swinomish Tribal Behavioral Health  
17400 Reservation Rd/ PO Box 683  
La Conner, WA 98257  
P 360-466-7265, F 360-466-5528

### The Tulalip Tribes

Family & Youth Services  
2821 Mission Hill Rd. Tulalip, WA 98271  
P 360-716-4400, F 360-651-4404

### Upper Skagit Indian Tribe

Upper Skagit Tribal Clinic  
25959 Community Plaza Way  
Sedro Woolley, WA 98284  
P 360-854-7131 F 360-854-7060

# Behavioral Health Services for American Indian and Alaskan Natives



Bill James, Lummi Nation

**North Sound Behavioral  
Health Organization**  
Behavioral Health Organization  
for Island, San Juan, Skagit, Snohomish &  
Whatcom Counties  
301 Valley Mall Way, Suite 110,  
Mount Vernon, WA 98273  
360-416-7013 or 800-684-3555



**All Tribal Members in the North Sound Region (Island, San Juan, Skagit, Snohomish, and Whatcom Counties) are Eligible for Crisis Mental Health Services from the North Sound Behavioral Health Organization (North Sound BHO)**

Tribal members who receive (or are eligible to receive) Medicaid with a BHO benefit are financially eligible for all the behavioral health services offered by North Sound BHO contract providers. Tribal members without a BHO benefit who wish to access BHO services can request a BHO benefit by contacting Provider One at 800-562-3022.

According to Federal and State law, as well as North Sound BHO Contract, contracted providers must inform American Indian/Alaska Native individuals that they may receive traditional/cultural treatment services in addition to OR instead of standard services. Providers are also encouraged to coordinate treatment of Tribal members with Tribal Behavioral Health/Human Services Departments. This will require the provider to obtain a signed authorization from the individual.

Collaboration with Tribes helps assure that American Indian/Alaska Native individuals receive culturally appropriate services. It also assures that individual history is considered and that a Tribe knows to prepare for follow-up treatment and support of one of its members.

Collaboration with Tribes gives American Indian/Alaska Native individuals greater opportunities for recovery.

**American Indian and Alaskan Natives Have the Right to\*:**

- Receive behavioral health services from a Tribal behavioral health program
- Traditional/cultural treatment services in addition to or instead of standard services
- Be treated with respect and dignity
- Have your privacy protected
- Help develop a plan of care and services that meet your needs
- Participate in decisions regarding your behavioral health care
- Receive services in a barrier-free location (accessible)
- Request information about names, locations, phone numbers, and languages for local agencies
- Receive the amount and duration of services you need
- Request information about the structure and operation of the North Sound BHO
- Receive services within 2 hours for emergent care and 24 hours for urgent care
- Be free from the use of seclusion and restraints
- Receive age and culturally appropriate services
- Be provided a certified interpreter and translated material at no cost to you
- Understand available treatment options and alternatives
- Understand available treatment options and alternatives

*(continued)*

*\*If you are involuntarily committed, you have additional rights*

- Refuse any proposed treatment
- Receive care that does not discriminate against you (e.g., age, race, type of illness)
- Be free of any sexual exploitation or harassment
- Receive an explanation of all medication prescribed and possible side effects
- Make an advance directive, which states your choices and preferences for behavioral health care
- Receive quality services that are medically necessary
- Have a second opinion from a behavioral health professional
- File a grievance with your agency or North Sound BHO
- File an appeal based on a PIHP written Notice of Action (for Medicaid enrollees)
- Choose a behavioral health care provider or choose one for your child who is under thirteen years of age
- Change behavioral health care providers during the first 90 days, and on occasion thereafter
- File a request for an administrative (fair) hearing
- Request and receive a copy of your medical records and ask for changes
- Be free from retaliation
- Request North Sound BHO and Community Behavioral Health Agency policies and procedures as they pertain to your rights.

