

Native Americans have the right to:

- Traditional/cultural treatment services in addition to or instead of standard services.
- To be treated with respect and dignity.
- To have your privacy protected.
- To help develop a plan of care and services that meet your needs.
- To participate in decisions regarding your mental health care.
- To receive services in a barrier-free location (accessible).
- To request information about names, locations, phone numbers, and languages for local agencies.
- To receive the amount and duration of services you need.
- To request information about the structure and operation of the NSMHA.
- To receive services within 2 hours for emergent care and 24 hours for urgent care.
- To be free from the use of seclusion and restraints.
- To receive age and culturally appropriate services.
- To be provided a certified interpreter and translated material at no cost to you.
- To understand available treatment options and alternatives.
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- To understand available treatment options and alternatives.
- To refuse any proposed treatment.
- To receive care that does not discriminate against you (e.g., age, race, type of illness).
- To be free of any sexual exploitation or harassment.
- To receive an explanation of all medication prescribed and possible side effects.
- To make an advance directive, which states your choices and preferences for mental health care.
- To receive quality services that are medically necessary.
- To have a second opinion from a mental health professional.
- To file a grievance with your agency or NSMHA.
- To file a Prepaid Inpatient Mental Health Plan (PIHP) appeal based on a PIHP written Notice of Action (for Medicaid enrollees).
- To choose a mental health care provider or choose one for your child who is under thirteen years of age.
- To change mental health care providers during the first 30 days, and on occasion thereafter.
- To file a request for an administrative (fair) hearing.
- To request and receive a copy of your medical records and ask for changes.
- To be free from retaliation.
- To request NSMHA and Community Mental Health Agency (CMHA) policies and procedures as they pertain to your rights.

If you are involuntarily committed, you have additional rights.

North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties
117 North First Street, Suite 8
Mount Vernon WA 98273

Stamp

**North Sound Mental
Health Administration**
Regional Support Network for Island, San Juan,
Skagit, Snohomish, & Whatcom Counties

**Prepaid Inpatient
Mental Health Plan**

for

**American Indians
& Alaskan Natives**



North Sound Mental Health Administration
Regional Support Network for Island, San Juan, Skagit,
Snohomish & Whatcom Counties
117 North First St., Ste. 8, Mt Vernon WA 98273
360-416-7013 - 800-684-3555

Prepaid Mental Health Plan

All Tribal members in the North Sound Region (Island, San Juan, Skagit, Snohomish, and Whatcom County) are eligible for crisis mental health services from the Pre-Paid Inpatient Mental Health Care Plan administered by the North Sound Mental Health Administration (NSMHA). Tribal members who receive (or are eligible to receive) Medicaid coupons also qualify for all the mental health services offered by NSMHA contract providers.

According to Federal and State law, as well as NSMHA Contract, contracted providers must inform American Indian and Alaskan Native clients 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 Mental Health/Human Services departments. This will require the provider to obtain a signed authorization from the client.

Collaboration with Tribes helps assure that Native American/Alaskan Native clients receive culturally appropriate services. It also assures that client 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 and Alaskan Native clients greater opportunities for recovery.

Contacting Tribes for Collaboration and Traditional Services

Here are phone numbers of the Mental Health department for all the Tribes in the North Sound Region. Traditional healing services may also be coordinated through these contact numbers.

Lummi Nation

Mental Health Clinic
360-384-0464
2592 Kwina Road, Bellingham WA 98226



Nooksack Indian Tribe

Social Services
360-966-4150
5016 Deming Rd. WA 98244

Samish Indian Nation

Human Services
360-293-6404 Ext. 114
2918 Commercial, Suite A & B, Anacortes WA 98221

Sauk-Suiattle Indian Tribe

Human Services
360-436-1124
5318 Chief Brown Lane, Darrington WA 98241

Stillaguamish Tribe of Indians

Social & Health Services
360-653-1104, Ext. 11
4126 172nd St NE, Arlington WA 98223

Swinomish Indian Tribal Community

Mental Health
360-466-3163
17337 Reservation Road, LaConner WA 98257

The Tulalip Tribes

Youth & Family Services
360-651-4400
2821 Mission Hill Road, Tulalip WA 98271

Native American/Alaskan Native Complaints about Services Received through the NSMHA Pre-Paid Inpatient Mental Health Plan


Any Native American or Alaskan Native who is not satisfied with the services s/he or a family member receives from any NSMHA provider is encouraged to complain to the North Sound Regional Ombuds. All complaints are strictly confidential. Ombuds will contact the NSMHA provider to find a solution that satisfies the client. If a client is not satisfied, Ombuds will file a complaint for the client.

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

Any Tribal Mental Health Director, Native American, or Alaskan Native who is not satisfied with provider response or any aspect of the Ombuds service may also contact the NSMHA.



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



NSMHA Tribal Contact:
360-416-7013, Ext. 225 or
toll-free 800-684-3555

