



THURSTON MASON REGIONAL SUPPORT NETWORK

Thurston Mason RSN Enrollee Notification of Rights

CFR: §438.100(b); (f) (2)–(6)

- You have the right to know if any TMRSN Network Provider has restrictions or limitations on services based on religious or moral grounds. TMRSN does **not** contract with providers who restrict or limit their services based on moral or religious grounds.
- You have the right to request services that are outside of the TMRSN Network, if:
 - The service is not offered within the TMRSN service area; and
 - You meet medical necessity for that service.
- You have the right to request the names, locations, and telephone numbers of all providers in the TMRSN Network. This includes a listing of all non-English languages spoken by individuals at the provider agencies. Please contact the TMRSN customer service line for more information.
- You have the right to request information on the specialties offered by provider agencies. Please contact the TMRSN customer service line for more information.
- You have freedom of choice as a consumer in the TMRSN Network. Not every Network Provider offers the same services, however. You have the right to be provided with information on any restrictions to your freedom of choice from providers within the TMRSN network.

CFR: §438.100(b) (2) (iv)

- You have the right to create a mental health advance directive. Your Network provider will assist you in creating an advance directive, or you may call TMRSN for information on how to complete an advance directive.
- If you have a mental health advance directive, and certain parts of it were not followed or honored, you may file a complaint or grievance. Please contact the TMRSN Ombuds to file a complaint if your advance directive was not followed.