

# Medicare Beneficiary Rights Policy

Sunflower Mountain Mental Health (SMMH)

*Effective Date: January 1, 2025*

## Purpose

Sunflower Mountain Mental Health (SMMH) is committed to ensuring that all Medicare beneficiaries understand their rights and responsibilities while receiving mental health services. This policy aligns with federal Medicare regulations and supports transparency in patient care.

## Medicare Beneficiary Rights

As a Medicare beneficiary receiving services from SMMH, you have the following rights:

### 1. Access to Care

- a. You have the right to receive medically necessary services from qualified providers without discrimination.
- b. You may request and receive an appointment within a reasonable timeframe, subject to provider availability.
- c. If an appointment cannot be made within a reasonable time frame, then SMMH may offer a referral to another clinician or clinic.

### 2. Informed Consent

- a. You have the right to be fully informed about your treatment options and participate in decisions regarding your care.
- b. Your provider will discuss the benefits, risks, and alternatives of recommended treatments before you agree to them.

### 3. Appeals and Grievances

- a. If you disagree with a decision about your care, you have the right to file an appeal through Medicare's established process.
- b. You may also file a grievance regarding the quality of care you received through SMMH or the Medicare Beneficiary Ombudsman.
- c. Contact for Medicare appeals:
  - i. **Medicare Beneficiary Ombudsman**
    1. Phone: 1-800-MEDICARE (1-800-633-4227)
    2. Website: [www.medicare.gov](http://www.medicare.gov)

### 4. Privacy and Confidentiality

- a. Your health information is protected under **HIPAA** and Medicare regulations.
- b. You may request a copy of your medical records and understand how your data is used. Please refer to the **HIPAA Privacy Practices Policy**.

## 5. **Non-Discrimination**

- a. You have the right to receive care free from discrimination based on race, color, national origin, age, disability, sex, gender identity, or other protected categories.
- b. SMMH provides free language assistance services and accommodations for individuals with disabilities. Contact SMMH at (719) 679-5022 if assistance is needed.

## 6. **Financial Transparency**

- a. Medicare beneficiaries cannot be charged more than the Medicare-approved amount for covered services.
- b. If you receive a bill you believe is incorrect, contact Medicare at 1-800-MEDICARE (1-800-633-4227) or visit [www.medicare.gov](http://www.medicare.gov).

## 7. **Fraud, Waste, and Abuse Prevention**

- a. SMMH follows strict compliance protocols to prevent fraud, waste, and abuse in Medicare services.
- b. For additional details on fraud prevention and reporting procedures, please refer to the **Fraud, Waste, and Abuse Reporting Policy**.
- c. If you suspect fraud or improper billing, report it to:
  - i. **Medicare Fraud Reporting** (1-800-MEDICARE, [www.medicare.gov/fraud](http://www.medicare.gov/fraud)).

## How to File a Complaint

If you believe SMMH has violated your rights, you may file a grievance with:

- **SMMH Compliance Office**
  - Phone/Text: (719) 679-5022
- **U.S. Department of Health and Human Services, Office for Civil Rights**
  - Phone: 1-800-368-1019
  - Website: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)

## Patient Acknowledgment

By receiving services at SMMH, you acknowledge that you have been provided with a copy of this policy and understand your rights as a Medicare beneficiary.

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***Last Updated: March 2025***

For further assistance, please contact SMMH at **(719) 679-5022** or visit [www.sunflowermountainmentalhealth.com](http://www.sunflowermountainmentalhealth.com).