

Patient Rights & Responsibilities

Marigold Health ("Marigold") and its staff are committed to providing quality peer support. In keeping with this commitment, we share this statement to provide a mutual understanding between our organization and the people that we serve.

Patient Rights

As a patient you have the right to:

- ☒ Receive services in a virtual environment that promotes person-centered and person-led pathways to recovery.
- ☒ Quality services regardless of race, ethnicity, religion, culture, physical or mental disability, national origin, socioeconomic status, education, sexual orientation, gender identity or expression.
- ☒ Receive support that considers your psychosocial, spiritual, and cultural values.
- ☒ Suspend or terminate services on your own accord.
- ☒ Complete information about all Marigold services provided in terms you can understand.
- ☒ Privacy and confidentiality of your personal and protected health information (PHI) and records as provided by law.
- ☒ To receive a copy of PHI or notes in our records.
- ☒ To request a paper copy of any notices upon request, even if you have agreed to receive it electronically.
- ☒ Be provided with a reasonable response to a request for service.
- ☒ Participate or decline to participate in a research study, if asked.
- ☒ Voice a complaint or recommend a change without being subject to coercion, discrimination, or unreasonable interruption of services.
- ☒ File a complaint and be provided a prompt resolution.

Patient Responsibilities

As a patient you have the responsibility to:

- ☒ Share when you have questions or concerns about our services.
- ☒ Respect the dignity, privacy and confidentiality of other patients and staff.
- ☒ Prevent harm to other patients and staff by following the Marigold [Code of Conduct](#)
- ☒ Cancel any appointment you cannot keep with as much advance notice as possible, preferably with at least 24 hours advance notice.

Filing a Complaint

A complaint can be filed verbally by calling [+1 844-402-2515](tel:+18444022515) or by emailing us at Comply@MarigoldHealth.OnMicrosoft.com

If you wish to file a complaint with an outside agency you may do so by contacting your state agency listed below:

If you live in Delaware:

- ☒ Delaware's Division of Substance and Mental Health at: 302-255-9399
- ☒ If AmeriHealth DE is your health insurance provider, you can call: 1-844-211-0966

If you live in District of Columbia:

- ☒ DC Department of Behavioral Health Hotline: 202-673-4377
- ☒ If AmeriHealth DC is your health insurance provider, you can call: 1-202-842-2810

If you live in Massachusetts:

- ☒ Massachusetts Bureau of Substance Abuse Disorder Services at: 1-844-211-0966
- ☒ High Point–HPTC clients may file a complaint by directly calling High Point's compliance hotline at: 774-328-3429.

If you live in Illinois:

- ☒ Department of Human Services, Division of Alcoholism and Substance Abuse (DASA). 1-800-843-6154

If you live in Rhode Island:

- ☒ Department of Behavioral Health and Developmental Disabilities and Hospitals phone is 401-462-2339