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www.rbtr.com

Program Participant Rights

Welcome to Recreational Behavior Therapy and Respite LLC (RBTR). We are committed to providing you with high-quality, respectful, and inclusive care. This document outlines your rights as a valued member receiving services at RBTR, ensuring that you and your family understand the support and protections available to you.

At RBTR, you have the following rights:

Right to Nondiscrimination

You will receive services free from discrimination based on race, color, national origin, age, disability, sex, gender identity, sexual orientation, religion, or any other legally protected status.

RBTR complies with the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act of 1964, and Section 504 of the Rehabilitation Act of 1973.

Right to Respect and Dignity

You will be treated with dignity, respect, and professionalism at all times.

Your personal and cultural preferences will be recognized and incorporated into your care plan.

Right to Privacy and Confidentiality (HIPAA)

Your health information is protected under the Health Insurance Portability and Accountability Act (HIPAA).

You have the right to access your health records and request amendments if inaccuracies are found.

Your health information will not be shared without your consent unless required by law.

Right to Information and Communication

You have the right to clear and accessible information about your care.

Communication will be provided in your preferred language, with interpretation services available if necessary.

Written materials will be offered in multiple formats, such as large print or Braille, upon request.



Right to Participate in Care Decisions

You have the right to be actively involved in the planning of your care and to express preferences regarding treatment.

You can ask questions and receive detailed explanations about treatment options and potential outcomes.

Right to File a Grievance

If you are dissatisfied with your services or feel that your rights have been violated, you have the right to file a grievance without fear of retaliation.

Grievances can be filed verbally or in writing to the RBTR Grievance Officer. Assistance will be provided if needed.

You will receive a response to your grievance within 30 calendar days.

Right to Appeal

You have the right to appeal denied claims or services through your private insurance provider.

You may request a second opinion or an independent medical review if a treatment decision is disputed.

How to File a Grievance or Privacy Complaint

Contact the **Compliance Officer** by phone or email at 781-650-5172, afrugoli@rbtr.com.

If unresolved, you can escalate grievances to MassHealth or your private insurance provider.

Acknowledgment of Rights

At the time of intake, you will receive a copy of this Program Participant Rights document and will be asked to sign an acknowledgment form confirming that you have read and understood your rights.

Additional Resources

MassHealth Customer Service: (800) 841-2900 Monday through Friday from 8 AM to 5 PM. TDD/TTY is available at 711 for people who are deaf, hard of hearing, or speech disabled.

U.S. Department of Health and Human Services Office for Civil Rights:
<https://www.hhs.gov/ocr/index.html>, (800) 368-1019, TDD toll-free: (800) 537-7697, or by emailing OCRMail@hhs.gov

Contact Information

RBTR Compliance Officer: Alfred Frugoli, 781-650-5172, afrugoli@rbtr.com

Feedback and Questions

RBTR encourages feedback from our members. If you have any questions or need clarification about your rights, please do not hesitate to reach out to us through our website (www.rbtr.com), email to info@rbtr.com or by phone at 781-650-7287.