



## Notice of Rights and Services

Sometimes when people have a lot of health problems or don't have a regular place to stay, they have a hard time finding help. Alameda County Care Connect was created to help people get the care they need even if it needs to come from a few different places or people.

The goal of Care Connect is to make sure people who are homeless or have lots of health problems can get the care and services they need to be healthier. It could mean finding a regular doctor or counselor, finding a safe place to live, or a way to get to appointments. Hopefully this means people can stay out of the hospital and emergency rooms.

**You may be eligible for Care Connect** if you can get Medi-Cal, and

- You were homeless sometime in the last two years or
- You have gone to the ER a lot, been in jail, or been treated for drugs or alcohol use, or needed other services or
- You are getting care management from a program such as Care Neighborhood, Full Service Partnership, Level 1 Service Team, or others.

**What will Care Connect do for me?**

- Help you get connected to services to improve your health
- Help you get resources like a doctor or clinic, counseling, substance use treatment, and other social services.
- Support your doctor or counselor to get you the help you need faster and better
- You might also get other help, like help finding a place to stay, depending on your situation.

**What organizations are working together to better coordinate my care?**

- Health care providers
- Behavioral health providers
- Social service providers
- Health plans
- Housing for Health providers

**Does it cost anything to enroll?** No, the program is free to you.

**How do I enroll in or disenroll from Care Connect?** You don't need to do anything to enroll in the program. If you qualify, you will be automatically enrolled without you having to go through a complicated process. If you don't want to be a part of Care Connect, you have the right to opt-out. To do this, call 510-346-1096 or email [CareConnectHelp@acgov.org](mailto:CareConnectHelp@acgov.org).

**What if I have questions about Care Connect?**

Please call 510-346-1096 or email [CareConnectHelp@acgov.org](mailto:CareConnectHelp@acgov.org).

**Participation with Alameda County Care Connect is voluntary, and you have the following rights:**

- You have the right to opt-out of (quit) Alameda County Care Connect at any time.
- You have the right to get a copy of the Alameda County Care Connect Notice of HIPAA Privacy Practices from your provider with a HIPAA covered entity
- You have the right to file a grievance (complain) with Alameda County Care Connect without risk of retaliation by calling 510-346-1096 or emailing [CareConnectHelp@acgov.org](mailto:CareConnectHelp@acgov.org).
- You have the right to receive a copy of this Notice of Rights and Services

*Instructions: A copy of this document should be given to the client.*