

Your Rights and Responsibilities

You have the right to:

- Be treated with respect and in a dignified way. You have a **right to privacy** and to have your medical and financial information treated with privacy.
- Receive interpretation services
- Ask for and get information about My Care, its policies, its services, its caregivers, and recipients' rights and duties.
- Ask for and get information about your medical records as the federal and state laws say. You can see your medical records, get copies of your medical records, and ask to correct your medical records if they are wrong.
- You have the right to have personal information in medical records kept private
- Get services without being treated in a different way because of race, color, birthplace, language, sex, age, religion, or disability. You have a right to file a complaint if you think you have been treated unfairly. If you complain or appeal, you have the right to keep getting care without fear of bad treatment from My Care, providers, or Medicaid.
- Get care without fear of physical restraint or seclusion used for bullying, discipline, convenience or revenge.
- Make appeals or complaints about My Care or the care you receive from your doctor.
- File an appeal of action that reduces or denies services based on medical criteria
- Make suggestions about your rights and responsibilities or how My Care works.
- Go to any primary care physician or delivering health care provider you choose that accepts Medicaid. You can turn down care from certain providers.
- Get in touch with your chosen doctor. Our Care Coordinators can help you schedule appointments and talk with your doctor.
- Go to any doctor or clinic for family planning services.
- Get medically necessary care that is right for you, when you need it. This includes getting emergency services, 24 hours a day, 7 days a week.
- Be told in an easy-to-understand way about your care and all of the different kinds of treatment that could work for you, no matter what they cost or even if they aren't covered. A translator will be provided to help you, if needed.
- Be told what your illness or medical problem is and what your doctor thinks is the best way to treat it
- Decide about your health care and give permission before the start of treatment or surgery
- Ask for a second opinion.
- Help to make decisions about your health care and give permission for your care before the start of a surgery or any treatment. You will not be forced into making certain decisions about your treatment without your say.
- Make a living will or advance care plan and be told about advance medical directives.
- Ask Medicaid and My Care to look again at any mistake you think they make about getting on Medicaid or keeping your Medicaid, or about getting your health care.
- End your Medicaid at any time.
- Exercise any of these rights without changing the way My Care or its providers treat you.
- A fair hearing

Your Rights to Stay With My Care

As part of the ACHN program, you **cannot be** moved from My Care just because:

- Your health gets worse
- You already have a medical problem. This is called a pre-existing condition.
- Your medical treatment is expensive
- Of how you use your services
- You have a behavioral health (mental health, alcohol or drug abuse) condition
- Your special needs make you act in an uncooperative or disruptive way.
- You have filed Grievance because you are not happy with the care you are getting.

The only reasons you can be moved from My Care are:

- If you **move** out of the My Care area
- If you let someone else use your Medicaid ID card, or if you use your Medicaid to get medicines to sell
- If you end your Medicaid or your Medicaid ends for other reasons
- If you don't renew your Medicaid when it is time, or if you don't give Medicaid information asked for when it is time to renew
- If you don't let Medicaid and My Care know that you moved and they can't find you
- If you lie to get or keep your Medicaid
- Upon your death

You have the responsibility to:

- Understand the information in your member handbook and other papers that we send you
- Show your Medicaid ID card whenever you get health care
- Go to your PCP for all of your medical care unless:
 - Your PCP sends you to a specialist for care
 - You are pregnant or getting well-woman checkups
 - It is an emergency
- Let your PCP know when you have had to go to the emergency room. You (or someone for you) need to let your doctor know within 24 hours of when you get care at the emergency room.
- Give information to My Care and to your health care providers so that they can care for you
- Follow instructions and rules that are in the Medicaid handbook about your coverage and benefits. You must also follow instructions and rules from the people who are giving your health care
- Help to make the decisions about your health care
- Work with your doctor so that you understand your health problems. You must also work with your doctor to come up with a treatment plan that you both say will help you.
- Treat your health care giver with respect and dignity
- Keep health care appointments and call the office to cancel if you can't keep your appointment
- Not let anyone else use your Medicaid ID card and let My Care know if it is lost or stolen
- Tell your Care Coordinator of any changes like:
 - If you or a family member changes your name, address, or phone number
 - If you have a change in family size
 - If you or a family member gets a job, loses your job, or changes jobs
 - If you or a family member have other health insurance or can get other health insurance
- Let us know if you think there may be cases of fraud, waste, or abuse of Medicaid