

MEMBER RIGHTS AND RESPONSIBILITIES

What Are My Rights?

SelectHealth Community Care members are entitled to the right to:

- > Ask for more information on our structure and operations, as well as information on how we choose participating doctors and what is expected of them, and our physician incentive plans
- > Give us ideas to make our member rights and responsibilities policy better
- > Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- > Be treated fairly with dignity, courtesy, and respect
- > Medical care regardless of their race, color, nationality, disability, sex, religion, or age
- > Be provided healthcare services with access and quality standards
- > Get emergency and urgent care 24 hours a day, seven days a week
- > Get information about SelectHealth, and its services, providers, and doctors
- > Have a guide that explains your benefits and services and how to get them
- > Choose or change your primary care physician and other doctors
- > Get a second opinion from another doctor
- > Participate with doctors in making decisions about their healthcare
- > Get information on available treatment options and alternatives, regardless of cost or benefit coverage
- > Get information that is easy to understand and right for your care needs
- > Be told the risks, benefits, and results of having or not having treatment
- > Say no to treatment
- > Not feel controlled or forced into making healthcare choices
- > Express your choices about future treatments
- > Keep health problems you talk about with your doctor private
- > See their health records and ask that they be changed or fixed
- > Have a Living Will
- > File complaints and get a reply
- > Appeal a ruling made by SelectHealth
- > Ask for a state fair hearing if you disagree with the result of your appeal
- > Decide to leave Medicaid
- > Be told of changes made to the Member Rights and Responsibilities at least once a year
- > Exercise these rights without fear of retaliation by SelectHealth, providers, doctors, or the Department of Health



What Are My Responsibilities?

You are responsible to:

- > Follow the rules of your plan
- > Carry your state Medicaid ID card at all times
- > Read all the Medicaid and SelectHealth information and ask questions
- > Choose an approved primary care doctor and use SelectHealth-approved doctors when possible
- > Have your PCP and SelectHealth help you with your healthcare
- > Work with your doctor so they can give you the best care and participate in making goals you both agree on
- > Talk openly with your doctor and give all needed information
- > Know what will happen if you say no to treatment
- > Always treat doctors, staff, and other patients with respect
- > Keep and come on time to all visits and to cancel ahead of time if needed
- > Tell your complaints to Member Services
- > Take charge of your healthcare and follow your doctor's orders

