

Rights and Responsibilities

WHAT ARE MY RIGHTS?

You have the right to:

- > Have information presented to you in a way that you will understand, including help with language needs, visual needs, and hearing needs
- > Be treated fairly and with respect
- > Have your health information kept private
- > Receive information on all treatment options
- > Make decisions about your healthcare, including agreeing to treatment
- > Take part in decisions about your medical care, including refusing service
- > Ask for and receive a copy of your medical record
- > Have your medical record corrected if needed
- > Receive medical care regardless of race, color, national origin, sex, sexual orientation, gender identity, religion, age, or disability
- > Receive information about grievances, appeals, and how to file a State Fair Hearing
- > Ask for more information about our plan structure and operations
- > Get emergency and urgent care 24 hours a day, 7 days a week
- > Not feel controlled or forced into making medical decisions
- > Ask how we pay your providers and request information on physician incentive plans
- > Create an Advance Directive that tells doctors what kind of treatment you do and do not want in case you become too sick to make your own decisions

- > Be free from any form of restraint or seclusion used as a means of force, discipline, convenience, or retaliation. This means you cannot be held against your will. You cannot be forced to do something you do not want to do
- > Use your rights at any time and not be treated badly if you do
- > Be given healthcare services that are the right kind of services based on your needs
- > Get healthcare services that are close to where you live

WHAT ARE MY RESPONSIBILITIES?

Your responsibilities are to:

- > Follow the rules of your plan
- > Read this Member Handbook
- > Show your CHIP ID card each time you receive medical care
- > Cancel doctor appointments 24 hours ahead of time if needed
- > Respect the staff and property at your provider's office
- > Use doctors and hospitals in the SelectHealth Community Care network
- > Pay your copayments (copay)
- > Pay your quarterly premium