

# I. RIGHTS AND RESPONSIBILITIES

## **You have the right to:**

- Be treated with respect and dignity no matter your race, national origin, age, color, creed, marital status, ancestry, political beliefs, personal appearance, sexual orientation, religion, gender, physical or mental disability, or type of illness or condition
- Have access to care no matter your race, color, creed, marital status, ancestry, political beliefs, personal appearance, national origin, age, sexual orientation, religion, gender, physical or mental disability, or type of illness or condition
- Privacy - your medical records and all information about your health is private and will only be shared in a manner that follows state and federal laws
- Privacy during treatment
- Information - you may ask for and receive information about MedStar Family Choice, its services, its doctors and other caregivers, and about your rights and responsibilities as a member of the health plan
- Make recommendations regarding your rights and responsibilities as a member of MedStar Family Choice
- Ask for the qualifications of the people treating you
- Choose a primary care provider (PCP) from MedStar Family Choice's listing of doctors
- Be told what your health problem is, what treatment you will be given, and what risks are related to your illness and treatment. This must be told to you so that you understand the information
- Talk to your doctor and help to make choices and decisions about your healthcare and treatments
- Choose someone who will have the legal right to make healthcare choices for you if you become unable to tell your wishes yourself
- Refuse any treatment by a provider, and be told what might happen if you don't have the treatment
- Discuss all of the appropriate or medically necessary treatment options, regardless of the cost or whether they are covered by your health plan. MedStar Family Choice does not restrict providers from discussing all of the appropriate or medically necessary treatment options with members
- Develop advance directives or a living will
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- Request and receive a copy of your medical records and request that they be amended or corrected as allowed
- Exercise your rights and know that the exercise of those rights will not adversely affect the way that MedStar Family Choice or our providers treat you
- File a complaint, appeal or grievance with us and have it resolved in a reasonable amount of time. For example, the complaint, appeal or grievance could include a concern about the care you received. (See Section VII B and C)
- File a complaint, appeal or grievance against MedStar Family Choice with the state (Section VII E)
- State fair hearings. (See Section VII E)
- Request that ongoing benefits be continued during an appeal or state fair hearing; however, you may have to pay for the continued benefits if our decision is upheld in the appeal or hearing. (See Section VII E)
- Receive a second opinion from another doctor in MedStar Family Choice if you don't

agree with your doctor's opinion about the services that you need. If another in-network provider is not available, MedStar Family Choice will help arrange a second opinion outside of the MedStar Family Choice network at no cost to you. Contact us at 888-404-3549 for help with this

- Receive other information about us, such as how we are managed. You may request this information by calling 888-404-3549

## **Member responsibilities**

### **It is your responsibility to:**

- Read this handbook so that you can understand the services provided and how to contact MedStar Family Choice with questions
- Be courteous and respectful to MedStar Family Choice staff, healthcare providers and office staff.
- Tell the truth about your health. You must tell about any illnesses you had before. You must tell about operations you had before. You must tell what medicines you use or have used in the past. You must tell MedStar Family Choice and your healthcare providers any information we may need in order to provide care to you.
- Do what your doctor tells you to do to get well or stay well. Follow the plans and instructions for your care that you and your healthcare provider have agreed to.
- Live a healthy lifestyle, which includes seeing your doctor regularly and following preventive care guidelines, such as screenings and immunizations.
- Accept what might happen to you if you refuse treatment or if you do not follow the advice given to you.
- Tell your doctor if your health changes in any way that you did not expect.
- Know the name of your primary care provider (PCP) and get your PCP's okay before getting care from anyone else.

- Make appointments with your PCP during office hours instead of using the emergency room for things that are not emergencies.
- Be on time for all your appointments. Let the office know at least 24 hours ahead of time when you cannot keep an appointment.
- Carry your ID card and photo ID with you always. Tell the people in the doctor's office, lab, drugstore or anywhere that you are getting healthcare, that you are a MedStar Family Choice member.
- Ask questions about your care. Make sure that you understand what your health problem is, that you understand your treatment and that you participate in developing treatment goals that both you and your doctor agree on.
- Notify MedStar Family Choice of any car accidents, falls, etc. where someone else may be at fault. You must work with MedStar Family Choice concerning the accident and the bills.
- Call Member Services toll-free at 888-404-3549 if you are having any problems getting the care you need.
- Notify MedStar Family Choice, the local health department and/or your DSS case worker if you move.
- Complete your renewal applications in a timely manner to prevent gaps in your health insurance.
- Report any other health insurance coverage to your doctor and MedStar Family Choice.
- Give your doctor a copy of your living will and advance directive if you have one.
- Report any known or suspected fraud and abuse as it relates to benefits, services or payments. Please contact our Member Services Department at 888-404-3549.

**MedStar Family Choice staff may read your medical records to make sure that you are getting the care you need.**