

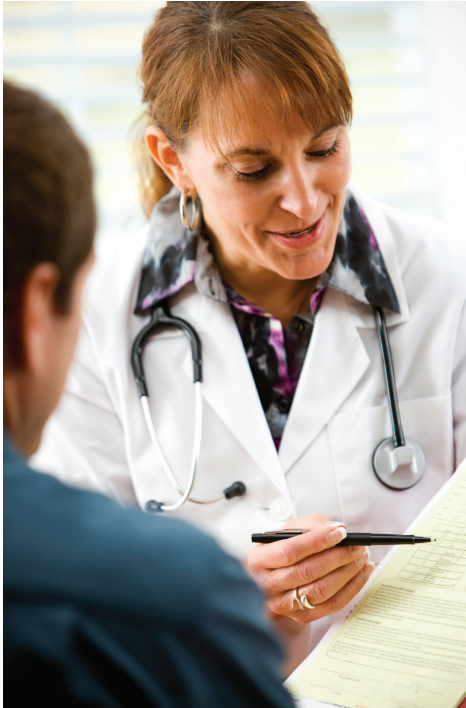
Your Rights and Responsibilities

Member rights

You have the right to:

- Be treated with respect and dignity, no matter your race, national origin, age, sexual orientation, religion, gender, physical or mental disability, or type of illness or condition.
- Have access to care no matter your race, 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 District 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 qualifications of the people treating you.
- Choose a primary care provider (PCP) from MedStar Family Choice's listing of doctors and change your PCP.
- 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 make choices and decisions about your health care and treatments.
- Choose someone who will have the legal right to make healthcare choices for you if you become unable to 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.
- Receive family planning services and supplies from the provider of your choice.
- Obtain medical care without unnecessary delay.
- Receive information on advanced directives or a living will, develop advanced directives or a living will and choose not to have or continue any life-sustaining treatment.
- Continue treatment you are currently receiving until you have a new treatment plan.
- Receive interpretation and translation services free of charge if you need them.
- Refuse oral interpretation services.
- Get an explanation of prior authorization procedures.
- 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 by law.

- 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.
- Request an appeal or fair hearing if you feel we were wrong in denying, reducing, or stopping a service or item.
- Request that ongoing benefits be continued during an appeal or fair hearing; however, you may have to pay the continued benefits if our decision is upheld in the appeal or hearing.
- 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 a copy of the MedStar Family Choice member handbook.
- Obtain summaries of customer satisfaction surveys.
- Receive MedStar Family Choice's Dispense As Written policy for prescription drugs.
- Receive other information about us, such as how we are managed, our financial condition and any special ways we pay our doctors. 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 and healthcare providers.
 - Tell the truth about your health. You must tell us about any illnesses you had before. You must tell us about operations you had before. You must tell us what medicines you 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 that 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. The emergency room should only be used when you have a medical emergency.

- Be on time for all your appointments. Let the office know at least 24 hours ahead of time when you cannot keep an appointment.
- Help your doctor get medical records from providers who have treated you in the past.
- Follow the rules of the D.C. Medicaid Managed Care program.
- 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 health care that you are a MedStar Family Choice member.
- Ask questions about your care. Make sure that you understand what your health problem is and your treatment. 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.
- Complete your renewal applications in a timely manner to prevent gaps in your health insurance.
- Report any other health insurance coverage to the Economic Security Administration at 202-727-5355.
- Give your doctor a copy of your living will and advanced directive if you have one.
- Report any known or suspected fraud and abuse as it relates to benefits, services or payments to 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.