

# 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 alternatives.
- Make decisions about your health care, 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.
- Obtain information about grievances, appeals, and hearing requests.
- Ask for more information about our plan structure and operations.
- Get emergency and urgent care 24 hours a day, seven days a week.
- Use any hospital or other medical facility for emergency services.
- Not feel controlled or forced into making medical decisions.
- Know how we pay providers, including your right to request information about 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. This includes treatment by our health plan, your medical providers, or the State Medicaid agency.
- Be given health care services that are the right kind of services based on your needs.
- Get covered services that are easy to get to and are available to all members. All members include those who may not speak English very well, or have physical or mental disabilities.
- Get a second opinion at no charge from a qualified network provider, or Health Choice Utah can arrange for one outside the network at no extra cost.
- Get the same services offered under the fee for service Medicaid program.
- Get covered services out-of-network if we cannot provide them.

## What are my Responsibilities?

Your responsibilities are:

- Follow the rules of this integrated care plan
- Read your Member Handbook
- Show your Medicaid Medical Card each time you get services.
- Cancel doctor appointments 24 hours ahead of time if needed
- Respect the staff and property at your provider's office
- Use providers (doctors, hospitals, etc.) in the Health Choice Utah Network
- Pay your copayments (copays)

## Who do I call if I have Questions or Concerns?

If you have questions or concerns about your care, please call Member Services. Toll Free: 877-358-8797.