

YOUR RIGHTS AND RESPONSIBILITIES AS A MIDWEST HEALTH PLAN MEMBER

We are committed to providing quality health care to you and your family. As a member of Midwest Health Plan, you have certain rights and responsibilities regarding your health care.

You have a right to:

- Be treated with respect, dignity, and privacy.
- Have medical care that meets your health needs.
- Get information about MHP, its services, its doctors (practitioners and providers).
- A list of MHP providers.
- To work with doctors in decision making about your health care.
- Understand how to use MHP health care services.
- Choose a Primary Care Provider (PCP).
- Change your Primary Care Provider (PCP).
- Ask your doctor about your health problems, and what you can do to help yourself.
- Discuss all treatment options with your doctor. This means an open and honest talk about the right or medically required treatment options for your illness, regardless of cost or benefit coverage.
- Decide what type of care you would want if critically ill. This is called "Advance Directive". For example, if you are hurt and need a machine to keep you alive, you have to decide if you want this treatment. It is important for you to know how you want to be treated if this happens to you.
- Receive medical care through a Federally Qualified Health Center.
- Give your permission or say no when a doctor wants to give you treatment, unless it is a life-threatening emergency. (A legal guardian must give permission to treat someone who is under 18 years old, unless it is a life-threatening emergency and the guardian is not available.)
- Ask for an opinion from another doctor when you are not sure about the treatment your doctor suggests. MHP will help you find another doctor, if needed.
- Read your medical records. All information in your medical record is confidential and is kept private. You must call your doctor to see your record.
- Get timely service from the Customer Service department.
- Voice complaints or appeals about MHP or the care MHP provides.
- Call or visit the Customer Service department to file an oral or a written grievance.
- Appeal a decision MHP has made about your grievance.
- To request an administrative fair hearing with the Department of Community Health.

- You have a right to have your grievance reviewed by the State Office of Financial and Insurance Services if you are unhappy with the decision made by MHP.
- Call for a ride if you cannot get to your doctor's on your own or with the help of family and friends.
- Have these rights and responsibilities explained to you if you have any questions.
- Receive information about, and suggest changes to MHP's rights and responsibilities policy.
- To request an administrative fair hearing with the Department of Community Health.
- Expect MHP, its staff and its affiliated providers to comply with enrollee rights.
- Receive a hard copy of information contained on the web site.

You have a responsibility to:

- Practice good health habits.
- Learn how MHP works.
- Follow MHP's rules for getting health care services.
- Pick a Primary Care Provider (PCP).
- Show your MHP and mihealth cards when you need care.
- Make sure no one else uses your MHP and mihealth cards.
- Treat other members, MHP staff, and providers with respect.
- Tell your Primary Care Provider (PCP) about your medical history. This will help him or her give better care to you and your family.
- Give correct, honest answers to your health care provider's questions. They need this to make sure you get the health care you need.
- Understand your health problems and develop treatment goals with your doctor.
- Follow instructions that your health care provider gives you. That's how you get well quickly.
- Keep scheduled appointments. Arrive on time. If you cannot keep your appointment, call your doctor as soon as possible.
- Report any suspected fraud and abuse.
- Know what to do when your Primary Care Provider's (PCP's) office is closed.
- Contact MHP to report changes in the following information:
 - Address and phone number
 - Family size
 - Medicaid status