

Patient's Rights and Responsibilities

What are my Rights?

- The right to receive information about my insurance coverage, its services, its providers/practitioners, and member rights and responsibilities presented in a manner appropriate to your ability to understand.
- The right to be treated with respect and recognition of your dignity and right to privacy.
- The right to participate with providers/practitioners in making decisions regarding health care.
- The right to a candid discussion with service providers/practitioners on appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage. You may need to decide among relevant treatment options, the risks, benefits and consequences, including your right to refuse treatment and to express your preferences about future treatment decisions regardless of benefit coverage limitation.
- The right to voice complaints or appeals about the organization or the care it provides.
- The right to make recommendations regarding the organization's member rights and responsibilities policy.
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- The right to refuse treatment.
- The right to request and receive a copy of your medical record, subject to therapeutic privilege, and to request that the medical record be amended or corrected. If the doctor or therapist determines that this would be detrimental to your physical or mental well-being, you can request that the information be sent to a physician or professional of your choice.
- If you disagree with what is written in your medical records, you have the right to write a statement to be placed in your file. However, the original notes will also stay in the record until the statute of limitations ends according to the MH/DD/SA retention schedule (11 years for adults; 12 years after a minor reaches the age of 18; 15 years for DUI records).
- The right to a second opinion.
- The right to participate in the development of a written person centered treatment plan that builds on individual needs, strengths and preferences. A treatment plan must be implemented within 30 days after services start.
- The right to take part in the development and periodic review of your treatment plan and to consent to treatment goals in it.
- The right to freedom of speech and freedom of religious expression.
- The right to equal employment and educational opportunities.
- The right to treatment in the most natural, age-appropriate and least restrictive environment possible.
- The right to ask questions when you do not understand your care or what you are expected to do.

What are my Responsibilities?

- Supplying information (to the extent possible) that my health insurance company and its providers/practitioners need in order to provide care for you.
- Following the plans and instructions for care that you have agreed to with your providers/practitioners.
- Understanding your health problems and participating in developing mutually agreed-upon treatment goals, to the degree possible; to tell the doctor or nurse about any changes in your health; and to ask questions when you do not understand your care or what you are expected to do.
- Inviting people who will be helpful and supportive to you to be included in your treatment planning.
- Respecting the rights and property of other members and of program staff.
- Respecting other members' needs for privacy.
- Working on the goals of your Treatment Plan.
- Keeping all the scheduled appointments that you can.
- If unable to keep an appointment, canceling it at least 24 hours in advance.
- Meeting financial obligations according to your established agreement.
- Informing staff of any medical condition that is contagious.
- Taking medications as they are prescribed for you.
- Telling your doctor if you are having unpleasant side effects from your medications, or if your medications do not seem to be working to help you feel better.
- Telling your doctor or therapist if you do not agree with their recommendations.
- Telling your doctor or therapist when/if you want to end treatment.
- Carrying your Medicaid or other insurance card with you at all times.
- Cooperating with those trying to care for you.
- Being considerate of other patients and family members.
- Seeking out additional support services in your community.
- Reading, or having read to you, written notices from your health insurance company about changes in benefits, services or providers.