

## Rights and Responsibilities

As a Heritage Health member, you have the right to:

- Be treated with respect and dignity, without discrimination or retaliation
- Get information about your illness or medical condition
- Understand the treatment options, risks, and benefits
- Make informed decisions about whether or not you will receive treatment
- Make decisions about your health care including the right to refuse treatment
- Talk with your medical professional and health plan and know your medical information will be kept confidential
- Choose a medical professional as your Primary Care Provider (PCP), which may be a nurse practitioner or physician assistant
- Have access to your PCP and health plan
- Receive medical care in a timely manner
- Request a copy of your medical record and request changes to your medical record
- Make a complaint about your medical professional and/or health plan and receive a timely response
- Receive information on the medical services provided by your health plan
- Change your PCP at any time
- Have managed care and health plan materials explained if you do not understand them
- Have interpreters at no cost, if necessary, during medical appointments and in all discussions with your PCP or health plan
- Request an appeal if services are denied, terminated, or reduced
- Make advance directives, if desired, and receive assistance if needed
- Receive access to proper medical care 24 hours a day, 7 days a week
- Change your health plan within 90 days of initial enrollment or during open enrollment each year
- Change your health plan because your health plan does not cover for moral or religious reasons a service that you need
- Change your health plan if you lost coverage and therefore missed open enrollment and were reenrolled within 60 days of your loss of coverage
- Change your health plan because your doctor has said that some of the medical services you need must be received together. But all the services aren't available through your health plan at the same time
- Change your health plan for other reasons such as poor quality of care, lack of access to covered services, or lack of access to providers that can manage your health care needs

<over>

*When you are in a Department of Health and Human Services program, you may not be subject to discrimination on basis of:*

- *Race*
- *Color*
- *Sex*
- *Age*
- *National origin*
- *Political beliefs*
- *Religious beliefs*
- *Handicap*

As a Heritage Health member, you have the responsibility to:

- Understand, to the best of your ability, how Heritage Health is used to receive health care
- Keep your scheduled appointments with your medical professional
- Call your medical professional's office at least 24 hours in advance if your appointment must be rescheduled
- Tell your medical professional your medical problems
- Ask questions if you do not understand
- Follow your medical professional's orders and advice
- Assist in the transfer of your medical records
- Get services from your Primary Care Provider unless referred elsewhere
- Report to ACCESSNebraska if your address has changed, you are or become pregnant or any other changes that could affect your Medicaid eligibility or Heritage Health coverage
- Cooperate with all Heritage Health inquiries and surveys
- Choose providers who participate in your health plan