

## MEDICAID ENROLLEE RIGHTS AND RESPONSIBILITIES

### ENROLLEE RIGHTS

I have the right to:

1. Get information about my rights.
2. Receive care with dignity and respect.
3. Be treated as an individual.
4. Get care regardless of my race or religion.
5. Get care regardless of my gender or sexual preference.
6. Get care regardless of my age or disability.
7. Privacy when I'm getting care.
8. Speak with APS in my own language. If I need it, APS will get me a translator for free.
9. An honest talk about all treatments that might help me even if Medicaid doesn't pay for it.
10. Be involved in making my own care plan.
11. Be told the rules about participating in my care.
12. Be told the good and bad about procedures or medications that might help me before I get them. Be told the good and bad about any research projects that I might take part in before I start.
13. Be allowed to refuse any care or treatment. My doctor may not treat me anymore if they believe that my refusal is dangerous for my health.
14. Stay with the same therapist or doctor as long as I'm getting Medicaid. If I have to switch to a new doctor or therapist, I will be told ahead of time. If I have to switch to a new doctor or therapist, I will be told the reasons. If I have to switch to a new doctor or therapist, I will be told about my other choices. If I have to switch to a new doctor or therapist, I will be told what to do in an emergency.
15. Tell APS my opinions and complaints about their policies. If I complain, I will not have to worry about being "punished."
16. Not be abused physically, mentally, or chemically.
17. Have my treatment records kept private. No information about me will be given out unless I give permission.
18. Request the opinion of another provider.
19. Receive information about the processes that APS uses. Receive information about my Medicaid benefits. Receive information about how much I have to pay for care. Receive information about preventative health programs. Receive information about how to file an appeal.
20. Ask APS to review a decision to deny care. A doctor who was not part of the first denial will review this.

### ENROLLEE RESPONSIBILITIES

I have the responsibility to:

1. Give APS and its doctors and therapists the information they need to properly care for me.
2. Follow the plans and instructions for care that my doctor or therapist gives me.
3. Work with my doctor or therapist to develop goals for my care.
4. Follow the terms of my benefit plan.