



Healthy Blue

Member Rights and Responsibilities

Member Rights*

You and your provider can receive a copy of your Member Rights and Responsibilities by mail, fax, email, or visit the Member Materials page at healthybluekansas.com/medicaid. As a member of this health plan, you have the right to:

- Receive information about Healthy Blue, the services we provide, your managed care program, doctors and facilities in your plan, and your rights and responsibilities. You will also be notified by phone call or mail if benefits, services, or service delivery sites change or end. You can find information about Healthy Blue on our website at healthybluekansas.com. You can also call Member Services at **833-838-2593 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m. Central time.
- Refuse treatment due to religious grounds.
- Use buildings and services that meet standards of the Americans with Disabilities Act (ADA). This means that people with disabilities or who need mobility assistance can get into medical buildings and use important services.
- Get information about Healthy Blue's structure and operation.
- Be treated with respect and with due consideration for your dignity and privacy.
- Receive information on available treatment options and alternatives, presented in a way that is right for your condition and that you can understand.
- Know that the date you joined Healthy Blue is the date your benefits begin, and Healthy Blue will not cover services you received before that date.
- Choose a primary care provider (PCP) who is part of the network, and change your PCP without cause or reason.
- Be free from any restrictions on freedom of choice among network providers.
- Know if your doctor takes part in a physician incentive plan through Healthy Blue. Call us to learn more about this.
- Take part in all decisions about your healthcare. This includes the right to have and review a care plan and a service plan, and the right to refuse treatment.
- Get a second opinion from a different doctor.
- Receive covered services and medically necessary care in a timely and culturally competent manner.
- Have a care coordinator you can contact directly who will develop a care plan with you. Your care coordinator will work with you, your caregiver, your healthcare providers, and other service providers to assess your healthcare needs and ensure they are met.
- Have a care coordinator you can contact directly who will develop a Person-Centered Service Plan with you, if you are receiving home- and community-based services.
- Have the right to request a state fair hearing if you are not given the choice of home- and community-based waiver services instead of institutional level of

care, if you are denied the service(s) or the provider(s) of your choice, or if your services are denied, suspended, reduced, or terminated. The right to request a state fair hearing includes providing a notice of action.

- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, as specified in federal laws on the use of restraints and seclusion.
- Request and receive a copy of your medical records. And you may request they be amended or corrected, as stated in state and federal healthcare privacy laws.
- Have honest talks with your doctors about the right treatment for your condition, in spite of the cost.
- Find out how Healthy Blue decides if new technology or treatments should be part of a benefit.
- Have Healthy Blue, your doctors, and all your care providers keep your medical records and health insurance information private.
- Have your problems taken care of quickly. This includes things you think are wrong, as well as issues that have to do with your benefits, payment of services, or receiving an OK from us.
- Have access to medical advice from your doctor, either in person or by phone, 24 hours a day, seven days a week. This includes emergency or urgent care.
- Obtain interpreter services at no charge if you speak a language other than English, or if you have hearing, vision, or speech loss.
- Voice complaints or appeals about Healthy Blue, the plan, or the care that we provide to you.
- Ask for information and other Healthy Blue materials (letters, newsletters) in other formats or languages. These include Braille, large-sized print, or audio CD, at no charge to you. Call Member Services at **833-838-2593 (TTY 711)**.
- Tell us what you would like to change about your Healthy Blue health plan, including the member rights and responsibilities policy.
- Question a decision we make about the care you got from your doctor. You will not be treated differently if you file a complaint.
- Know that Healthy Blue can make changes to your health plan benefits, as long as we tell you about them in writing before the changes take effect.
- Know that Healthy Blue does not take the place of workers' compensation insurance.
- Ask about our quality program and tell us if you would like to see changes made.
- Ask us how we do utilization reviews and provide us feedback on how to change them.
- Make an advance directive.
- Know that Healthy Blue, your doctors, or your other healthcare providers cannot treat you differently for these reasons:
 - Your age
 - Your sex or gender identity
 - Your sexual orientation

- Your race
- Your national origin
- Your language needs
- The degree of your illness, health condition, or disability

Additionally, members will not be held liable for Healthy Blue's debts in the event of insolvency.

Member Responsibilities

As a member of this health plan, you have the responsibility to:

- Tell us, your doctor, and your other healthcare providers when you need help, how you prefer to be supported, and about your medical conditions to the best of your ability.
- Tell your doctor if you do not understand what they tell you about your condition, care, or what you need to do.
- Follow the recommendations provided by your doctor.
- Provide information to help us and your healthcare providers know how to support your healthcare needs.
- Take the lead in developing your treatment goals using support as needed.
- Follow through on your treatment plans (and instructions for care) you, your doctors, and your other healthcare providers agree to, or let us know when the plan needs to be adjusted to help you to be successful with reaching your goals.
- Treat your doctor and other healthcare providers with respect.
- Make appointments with your doctor when needed, or reach out to us for support as needed.
- Keep all scheduled appointments and be on time.
- Call your doctor if you cannot make it to your appointment.
- Always call your PCP first for all your medical care (unless you have an emergency).
- Show your ID card each time you receive medical care.
- Use the emergency room only for true emergencies.
- Tell Healthy Blue if:
 - You move.
 - You change your phone number.
 - You have any changes to your insurance.
 - Your income changes.
 - The number of people in your household changes.

Healthy Blue is the trade name of Community Care Health Plan of Kansas, Inc. Independent licensee of the Blue Cross and Blue Shield Association.

*These member rights comply with Section 7.10.12 Member Rights and Protections of the KDHE Contract, and all of the federal and state laws outlined in the contract, including, but not limited to 42 CFR § 438.10, 45 CFR § 164, and Title VI of the Civil Rights Act of 1964; Title IX of the Education Amendments of 1972 (regarding education

programs and activities); the Age Discrimination Act of 1975; the Rehabilitation Act of 1973; Titles II and III of the ADA and Section 1557 of the PPACA. CONTRACTOR(S) must comply with any other applicable Federal and State laws (e.g., Title VI of the Civil Rights Act of 1964, etc.) and other laws regarding privacy and confidentiality.