

# Your Rights and Responsibilities



## Your Rights

### You have a right to:

- Receive enrollment notices, informational materials, and instructional materials in a manner and format that is easily understood
- Be treated with respect and due consideration for your dignity and right to privacy
- Receive information on available treatment options and alternatives regardless of cost or benefit coverage, presented in a candid manner appropriate to your condition and ability to understand
- Participate in decisions regarding your health care, including the right to refuse treatment
- Be free from any form of restraints or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Request and receive a copy of your medical records, and request that they be amended or corrected
- Receive access to health care services that are available and accessible to you in a timely manner; coordinated; sufficient in amount, duration, or scope; and provided in a culturally competent manner to meet your specific needs.
- Know that when you talk with your doctors and other providers, it is private
- Have an illness or treatment explained to you in a language you can understand
- Receive a full, clear, and understandable explanation of treatment options and the risks of each option so you can make an informed decision, regardless of cost or benefit coverage
- Female enrollees only: To have direct access to a women's health specialist within the network for the covered care necessary to provide women's routine and preventive health care services. Also, to designate as your PCP a participating provider or an advanced-practicing registered nurse who specializes in obstetrics (OB) and gynecology (GYN).
- Refuse treatment or care
- Choose an eligible PCP and PDP from within AmeriHealth Caritas District of Columbia's network, and to change your PCP or PDP
- Make a complaint (grievance) or appeal about AmeriHealth Caritas District of Columbia or about the care provided to you, and receive an answer
- Request an appeal or a state fair hearing if you believe AmeriHealth Caritas District of Columbia was wrong in denying, reducing, or stopping a service or item
- Receive family planning services and supplies from the provider of your choice
- Obtain medical care without unnecessary delay
- Receive information on advance directives and choose not to have or continue any life-sustaining treatment
- Receive a copy of AmeriHealth Caritas District of Columbia's Enrollee Handbook and/or provider directory
- Continue treatment you are currently receiving until you have a new treatment plan
- Receive interpretation and translation services free of charge if you need them, and refuse oral interpretation services
- Get an explanation of prior authorization procedures
- Receive information about AmeriHealth Caritas District of Columbia's financial condition and any special ways it pays its providers
- Obtain summaries of customer satisfaction surveys
- Receive a description of AmeriHealth Caritas District of Columbia's prescription drug formulary and its dispense-as-written (DAW) policy for prescription drugs
- Receive a list of all covered drugs
- Obtain a 72-hour dose of prescription drugs that are administered or taken daily or more than one time per day; and to have one full course of prescription drugs that are administered or taken less frequently than one time per day
- Receive information about AmeriHealth Caritas District of Columbia, including its services, practitioners and providers, and enrollee rights

## Your Rights (continued)



### You have a right to:

- Receive information about your rights and responsibilities as an enrollee
- Make recommendations about AmeriHealth Caritas District of Columbia's enrollee rights and responsibilities policy
- Request information about any of our providers, including medical school education, residency, and board certification
- Ask for a chaperone to be present when you receive health care
- Receive a second opinion from a qualified health care professional within the network, or, if necessary, to obtain one outside the network, at no cost to you
- Be informed about cost sharing, if any, upon enrollment, annually, and at least 30 days prior to any change
- Not be held liable for AmeriHealth Caritas District of Columbia debts in the event of AmeriHealth Caritas District of Columbia's insolvency
- Use any hospital or other setting for emergency care
- Be informed about how and where to access any benefits available under AmeriHealth Caritas District of Columbia but not covered under the contract, including any cost sharing, and how transportation is provided, upon enrollment, annually, and at least 30 days prior to any change
- Receive transportation services free of charge
- Have freedom of choice among network providers
- Receive covered services from an approved out-of-network provider if AmeriHealth Caritas District of Columbia does not have an in-network provider who can perform a covered service
- Request a copy of clinical practice guidelines, have access to Utilization Management staff, or get an explanation of medical necessity review information
- Be treated no differently by providers, practitioners, or AmeriHealth Caritas District of Columbia for exercising your rights above

## Your Responsibilities

### You are responsible for:

- Treating those providing your care with respect and dignity
- Following the rules of the D.C. Medicaid Managed Care Program and AmeriHealth Caritas District of Columbia
- Following agreed upon plans and instructions you receive from your doctors and other providers
- Going to appointments you schedule or that AmeriHealth Caritas District of Columbia schedules for you
- Telling your provider at least 24 hours before an appointment if you have to cancel
- Asking for more explanation if you do not understand your provider's instructions
- Going to the emergency room (ER) only if you have a medical emergency
- Telling your PCP or PDP about medical and personal problems that may affect your health
- Supplying information (to the extent possible) that AmeriHealth Caritas District of Columbia and its practitioners and providers need in order to provide care
- Reporting to the Economic Security Administration and AmeriHealth Caritas District of Columbia if you or a family member has other health insurance or you have a change in your address or phone number
- Reporting to the Economic Security Administration and AmeriHealth Caritas District of Columbia if there is a change in your family (for example, a death or birth)
- Trying to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible
- Helping your PCP in getting medical records from providers who have treated you in the past
- Telling AmeriHealth Caritas District of Columbia if you were injured as the result of an accident or at work

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AmeriHealth Caritas District of Columbia complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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### English

If you do not speak and/or read English, please call **1-800-408-7511 (TTY 1-800-570-1190)**, available 24 hours a day, seven days a week. A representative will assist you.

### Español

Si no habla y/o lee inglés, llame al **1-800-408-7511 (TTY 1-800-570-1190)**, línea disponible las 24 horas del día, los siete días de la semana. Un representante le ayudará.

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### Tiếng Việt

Nếu quý vị không nói và/hoặc đọc Tiếng Anh, vui lòng gọi **1-800-408-7511 (TTY 1-800-570-1190)**, 24 giờ một ngày, bảy ngày một tuần. Sẽ có người đại diện hỗ trợ quý vị.

### 繁體中文

如果您不會講或讀英文，請致電 **1-800-408-7511 (TTY 1-800-570-1190)**，此電話每天 24 小時，每週 7 天開通。您將得到一位服務代表的協助。

### 한국어

영어를 말하거나 읽지 못하는 경우, 365일 24시간 이용 가능한 **1-800-408-7511 (TTY 1-800-570-1190)**번으로 전화하십시오. 직원이 도와드릴 것입니다.

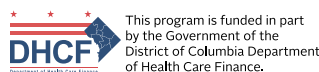
### Français:

Si vous ne parlez, ni ne lisez anglais, veuillez appeler au numéro **1-800-408-7511 (TTY 1-800-570-1190)**, disponible 24 heures sur 24, 7 jours sur 7. Un représentant pourra vous aider.



[www.amerihealthcaritasdc.com](http://www.amerihealthcaritasdc.com)

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GOVERNMENT OF THE DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR