

SECTION IV: Member Rights & Responsibilities

MEMBER RIGHTS

Members have the following rights and responsibilities, and are informed of these in the Member Handbook.

As a Care1st member, each individual has the right to:

- Receive polite and courteous care. Members must be treated fairly and with respect no matter their race, ethnicity, national origin, gender, age, mental or physical disability, sexual orientation, genetic information, ability to pay or ability to speak English.
- Have their medical records and any information about their health care kept private and confidential.
- Be given information about Care1st providers, including their qualifications and the languages that they speak.
- Choose their PCP from Care1st's list of PCPs. They also have the right to change PCPs if they wish to do so.
- Receive services in a language that the member understands. They have the right to get an interpreter if they have limited English or if they are hearing impaired.
- Access their medical records as determined by federal and state law at no cost to them.
- Know and understand their medical problems and health care conditions so that they can make informed decisions about their health care.
- Be told what treatment choices or other types of care and services are available to the member, and the benefits and disadvantages of each choice. This information must be conveyed in a manner understandable to the member.
- Refuse any medical treatments, and to be told what will happen if they do not get treatment.
- Get a second opinion at no cost from another Care1st health care professional or from someone outside the network if the Care1st network is not sufficient.
- Ask and be told the cost they would pay if the member chooses to pay for a service that Care1st does not cover.

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- Ask and be told how Care1st pays its doctors and other providers, controls costs and use of services, and its financial status, and if stop-loss insurance is required.
- Receive a summary of Care1st's member survey results.
- Be told in writing of any changes to their services.
- Be told in writing when Care1st reduces, suspends, terminates, or denies any service requested by a provider, and be told what to do if they do not agree with Care1st's decision.
- Decide who they want to be present for their treatments and exams.
- Tell Care1st about any problems, complaints or grievances members have with their health care services, providers, or Care1st.
- Determine their treatment by issuing advance directives.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.

MEMBER RESPONSIBILITIES

Members have the responsibility to:

- Respect their doctors, the doctor's staff, and the other people who provide services to them.
- Carry their AHCCCS ID card with them at all times, and identify themselves as a Care1st member PRIOR to receiving any services.
- Tell their PCP, or other Care1st providers, if they do not understand their condition or their treatment plan.
- Give their PCP, or other Care1st providers, complete information about their health. Tell providers about past problems or illnesses the member has had, if they have ever been in the hospital, and all drugs and medicines that they are taking.
- Tell their PCP, or other Care1st providers, about any changes in their health or medical condition.

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- Tell Care1st Member Services, their PCP, and other Care1st providers about any other insurance they have.
- Keep their AHCCCS eligibility up to date. Keep all of their AHCCCS eligibility appointments, and tell their eligibility worker when anything that could affect their eligibility changes in their household.
- Tell Care1st or AHCCCS if they suspect fraud or abuse by a provider or another member.
- Know the name of their PCP. Keep their PCP's name, address and telephone number where they can easily find it.
- Take an active part in managing their health care and take care of problems before they become serious.
- Follow their doctor's instructions carefully and completely. Make sure that they understand the instructions before they leave the doctor's office.
- Take all their medications, and take part in programs that help to keep them well.
- Make appointments with their PCP during office hours instead of using urgent care or the Emergency Room for things that are not urgent or emergencies.
- Keep all scheduled appointments and be on time for those appointments. Call the doctor's office ahead of time if they need to cancel an appointment or are going to be late.
- Bring their children's shot records to all of their PCP visits.
- Pay their co-payment when it is required.
- Call or write Member Services when they have questions, problems, or grievances (complaints).

GRIEVANCES

Members may call or write to Member Services if they have a grievance or problem regarding their health care services, or if they think they have not been treated appropriately. Member Services may request the provider's assistance to resolve the issue. Providers may be contacted to clarify the situation and/or to provide education

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regarding AHCCCS and Care1st policies and procedures. Member Services works to settle grievances as quickly as possible, but no longer than 45 days from receipt.

ADVANCE DIRECTIVES

The Patient Self-Determination Act, passed by Congress in 1991, requires that health care providers educate patients on issues related to Advance Directives, which may include a living will or a health care power of attorney. The Act requires all Medicare and Medicaid providers to furnish timely information so patients have the opportunity to express their wishes regarding the refusal of medical care. Care1st as well as AHCCCS must comply with this Act, and request your cooperation in helping us become compliant. Documentation is required in the medical record as to whether or not an adult member has completed an Advanced Directive. Below are suggestions to assist in bringing your medical records into compliance with this standard:

1. Add a line to your initial patient assessment record stating
 - a. Advance Directive discussed - Yes or No
 - b. Do you have a Living Will or Power of Attorney - Yes or No
2. Stamp the front of the member's chart or provide a "sticker" on the chart with the above statements(s). Please be sure to address the above questions with the member.

For more information on health care directives, the following organizations offer assistance and resources:

Arizona Medical Association	www.azmedassn.org
Arizona Hospital & Healthcare Association	www.azhha.org
Arizona Aging and Adult Administration	www.azdes.gov/aaa
American Academy of Family Physicians	www.aafp.org
American Association of Retired Persons	www.aarp.org
American Hospital Association	www.putitinwriting.org