



Members' Rights and Responsibilities Statement

[OAR 410-141-0320, OAR 410-141-3300, 42 CFR 438.100]

As an OHP Client, you can...

- ✦ Be treated with respect and dignity, the same as other patients
- ✦ Choose your provider
- ✦ Tell your provider about all your health concerns
- ✦ Get services to diagnose the presenting condition
- ✦ Have a friend or helper come to your appointments, and an interpreter if you want one
- ✦ Actively help develop your treatment plan
- ✦ Get information about your condition and all your OHP-covered and non-covered treatment options
- ✦ Help make decisions about your health care, including refusing treatment, except for court-ordered services
- ✦ Be free from any form of restraint or seclusion
- ✦ Complain about different treatments and discrimination
- ✦ Get a referral to a specialist if you need it, and for a second opinion if you want one
- ✦ Get care when you need it, any time of day or night, including weekends and holidays
- ✦ Get mental health and family planning services without a referral
- ✦ Get help with addiction to cigarettes, alcohol and drugs without a referral
- ✦ Get handbooks, letters, and other written information that you can understand
- ✦ See and get a copy of your health records, unless access is restricted by law
- ✦ Limit who can see your health records
- ✦ Have your medical records corrected
- ✦ Get a *Notice of Action* letter if you are denied a service or there is a change in service level
- ✦ Get information on how to make a complaint, grievance, or appeal and receive a response without a negative reaction from Advanced Health or your provider
- ✦ Request an administrative hearing with the Department of Human Services (DHS) or Oregon Health Authority (OHA)
- ✦ Ask the Oregon Health Authority Ombudsperson for help with problems by calling 503-947-2346 or toll free at 877-642-0450, TTY 711
- ✦ Get written information on your rights, responsibilities, how to access services, and what to do in an emergency
- ✦ Receive covered services under OHP which meet generally accepted standards of practice and are medically appropriate
- ✦ Obtain covered preventive services
- ✦ Make a statement of wishes for treatment (Advance Directive) and obtain a power of attorney for health care
- ✦ Get notified in a timely manner if your appointment is cancelled
- ✦ Receive adequate notice of DHS/OHA and Advanced Health privacy practices
- ✦ Have Advanced Health's written material explained in a manner that is understandable
- ✦ Receive information about Advanced Health, its services, its providers (physical, mental health, dental, and addiction treatment providers), and members' rights and responsibilities
- ✦ Make recommendations regarding Advanced Health's member rights and responsibilities policy

As an OHP client, you agree to...

- ✦ Find a doctor or other provider you can work with and tell them all about your health
- ✦ Treat providers and their staff with the same respect you want
- ✦ Bring your medical ID cards to appointments, tell the receptionist that you have OHP and any other health insurance, and tell them if you were hurt in an accident
- ✦ Be on time for appointments
- ✦ Call your provider at least one day before if you cannot make it to an appointment. Call ahead of time if you are going to be late for an appointment.
- ✦ Have yearly check-ups, wellness visits and other services to prevent illness and keep you healthy
- ✦ Follow your providers' and pharmacists' directions, or ask for another choice
- ✦ Be honest with your providers to get the best service possible
- ✦ Use your Primary Care Provider (PCP) or clinic for diagnostic and other care, except in an emergency;
- ✦ Get a referral to a specialist from the PCP or clinic before seeing a specialist, unless a self-referral is allowed;
- ✦ Use emergency and urgent care services appropriately;
- ✦ Give accurate information for your medical record;
- ✦ Help the provider or clinic get clinical records from other providers;
- ✦ Ask questions about conditions, treatments, and other issues about your care;
- ✦ Use information to make decisions about treatment before it is given;
- ✦ Help create a treatment plan with your provider;
- ✦ Follow prescribed, agreed-upon treatment plans;
- ✦ Call OHP Customer Service at 1-800-699-9075 to report:
 - A change of address or telephone number;
 - If someone in the family becomes pregnant;
 - The birth of a child;
 - If any family members move in or out of the household;
- ✦ Pay for non-covered services they receive;
- ✦ Assist Division of Medical Assistance Programs (DMAP) to find any other insurance that you are entitled and to pay DMAP the amount of benefits they received because of an accident or injury;
- ✦ Notify DMAP of issues, complaints, or grievances;
- ✦ Sign a release so that DHS/OHA and Advanced Health can get information they need to respond to an Administrative Hearing Request in an effective and timely manner;

If you have other health insurance, please tell the State of Oregon. The state can sometimes pay for the cost of the insurance premium. Other insurance is called, "Third Party Liability," or TPL. To report your TPL or other insurance and to apply for premium assistance, please go to www.ReportTPL.org and follow the instructions to Enter Health Insurance Now.