

Member's Rights and Responsibilities Statement

This statement can be found in an audio format on our website.

As an OHP client...

- You will be treated with respect and dignity, the same as other patients
- You can choose your provider
- You can get services and supports that fit your culture and language needs in the closest location possible
- We will give your healthcare providers all the information in your Member Handbook so you can get the best care. They will also help you if you need language assistance.
- You can tell your provider about all your health concerns
- You can have a friend or helper come to your appointments, and an interpreter if you want one
- You can ask for services as close to home as possible, and in a non-traditional setting that is easier to use
- You can actively help develop your treatment plan
- You can get information about all your OHP covered and non-covered treatment options
- You can help make decisions about your health care, including refusing treatment, except for court-ordered services
- You will not be treated badly by Advanced Health or any of your healthcare providers or Oregon Medicaid by using any of your rights.
- You will be free from restraint or seclusion as a means of coercion, discipline, convenience, or retaliation
- You can complain about different treatment and discrimination
- You can get a referral to a specialist if you need it; get a second opinion free of charge
- You can get care when you need it, any time of day or night, including weekends and holidays
- You can get behavioral health and family planning services without a referral
- You can get help with addiction to cigarettes, alcohol and drugs without a referral
- You can get handbooks and letters that you can understand
- You will receive a Member Handbook within 30 days after you sign up with Advanced Health. You can ask for a new Member Handbook or any other information that helps you understand your benefits.

- You can get the care you want or need if you are a minor under the age of 18. To learn more, go to <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le9541.pdf> or <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ls9541.pdf> to read Minor Rights: Access and Consent to Health Care
- Both males and females under 18 years old have the same rights for services and treatment and care in facilities
- You can see and get a copy of your health records, unless your doctor thinks it would be bad for you. You may be charged a small copying fee
- You can request for your records to be amended or corrected
- You can limit who can see your health records
- You can let us know if it is okay to send your information to your providers using the internet.
- You can work with health care team members who follow Advanced Health's policies for things like Enrollment and Disenrollment; Fraud, Waste, and Abuse; Grievance and Appeals; Advance Directives; and Healthcare Interpreter Services.
- You can get a **Notice of Adverse Benefit Determination** letter if you are denied a service or there is a change in service level
- You can get information and help to file a complaint, appeal denials and ask for a hearing
- You can make complaints and get a response without a bad reaction from your plan or provider
- You can ask the Oregon Health Authority Ombudsperson for help with problems at 503-947-2346 or toll free 877-642-0450, TTY 711

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 can't make it to 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
- Call OHP Client Services at 800-699-9075 when you move, are pregnant or no longer pregnant
- Report other health insurance at www.ReportTPL.org.

If you have other health insurance, please tell the State of Oregon. Other insurance is sometimes called ***Third Party Liability*** (TPL). To report your TPL or other insurance and to apply for premium assistance, please go to www.ReportTPL.org and follow the instructions.