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TTY: 711 or 800-735-1232

Your Rights and Responsibilities

As a member of Advanced Health, you have rights. There are also responsibilities or things you have to do when you get OHP. If you have any questions about the rights and responsibilities listed here, call Customer Service at 541-269-7400.

You have the right to exercise your member rights without a bad response or discrimination. You can make a complaint if you feel like your rights have not been respected. Learn more about making complaints on page 102. You can also call an Oregon Health Authority Ombudsperson at 877-642-0450 (TTY 711). You can send them a secure email at www.oregon.gov/oha/ERD/Pages/Ombuds-Program.aspx.

There are times when people under age 18 (minors) may want or need to get health care services on their own. Minors 15 years and older can get medical and dental care without parental consent. To learn more, read “Minor Rights: Access and Consent to Health Care.” This booklet tells you the types of services minors of any gender can get on their own and how their health records may be shared. You can read it at www.OHP.Oregon.gov. Click on “Minor rights and access to care.” Or go to: <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le9541.pdf>

Your rights as an OHP member.

You have the right to be treated like this

- Be treated with dignity, respect, and consideration for your privacy.
- Be treated by providers the same as other people seeking health care.
- Have a stable relationship with a care team that is responsible for managing your overall care.
- Not be held down or kept away from people because it would be easier to:
 - Care for you,
 - Punish you, or
 - Get you to do something you don't want to do.

You have the right to get this information

- Materials explained in a way and in a language you can understand.
- Materials, like this handbook, that tell you about CCOs and how to use the health care system.
- Written materials that tell you your rights, responsibilities, benefits, how to get services, and what to do in an emergency.
- Information about your condition, treatments and alternatives, what is covered, and what is not covered. This information will help you make good decisions about your care. Get this information in a language and a format that works for you.
- A health record that keeps track of your conditions, the services you get, and referrals. You can:
 - Have access to your health records
 - Share your health records with a provider.
- Written notice mailed to you of a denial or change in a benefit before it happens. You might not get a notice if it isn't required by federal or state rules.
- Written notice mailed to you about providers who are no longer in-network. In-network means providers or specialists that work with Advanced Health.
- Be told in a timely manner if an appointment is cancelled.

You have the right to get this care

- Care and services that put you at the center. Get care that gives you choice, independence, and dignity. This care will be based on your health needs and it will meet standards of practice.
- Services that consider your cultural and language needs and are close to where you live. If available, you can get services in non-traditional settings such as online.
- Care coordination, community-based care, and help with care transitions in a way that works with your culture and language. This will help keep you out of a hospital or facility.
- Services that are needed to know what health condition you have.
- Help to use the health care system. Get the cultural and language support you need. This could be:
 - Certified or qualified health care interpreters.
 - Certified traditional health workers.
 - Community health workers.
 - Peer wellness specialists.
 - Peer support specialists.
 - Doulas.

- Personal health navigators.
- Help from CCO staff who are fully trained on CCO policies and procedures.
- Covered preventive services.
- Urgent and emergency services 24 hours a day, 7 days a week without approval or permission.
- Referrals to specialty providers for covered coordinated services that are needed based on your health.
- Extra support from an OHP Ombudsperson.

You have the right to do these things

- Choose your providers and to change those choices.
- Get a second opinion.
- Have a friend, family member, or helper come to your appointments.
- Be actively involved in making your treatment plan.
- Agree to or refuse services. Know what might happen based on your decision. (A court-ordered service cannot be refused.)
- Refer yourself to behavioral health or family planning services without permission from a provider.
- Make a statement of wishes for treatment. This means your wishes to accept or refuse medical, surgical, or behavioral health treatment. It also means the right to make directives and give powers of attorney for health care, listed in ORS 127.
- Make a complaint or ask for an appeal. Get a response from Advanced Health when you do this.
 - Ask the state to review if you don't agree with Advanced Health's decision. This is called a hearing.
- Get free certified or qualified health care interpreters for all non-English languages and sign language.

Your responsibilities as an OHP member

You must treat others this way

- Treat Advanced Health staff, providers, and others with respect.
- Be honest with your providers so they can give you the best care.

You must report this information to OHP

If you get OHP, you must report certain changes about you and your household. Your OHP approval letter tells you what you must report and when.

You can report changes in one of these ways:

- Use your ONE online account at [One.Oregon.gov](https://www.oregon.gov/odhs/Pages/office-finder.aspx) to report changes online.
- Visit any Oregon Department of Human Services Office in Oregon. You can find a list of offices at: <https://www.oregon.gov/odhs/Pages/office-finder.aspx>
- Contact a local OHP-certified community partner. You can find a community partner at: <https://healthcare.oregon.gov/Pages/find-help.aspx>
- Call OHP Customer Service weekdays at 800-699-9075.
- Fax to 503-378-5628
- Mail to ONE Customer Service Center, PO Box 14015, Salem, OR 97309.

There are other rights and responsibilities you have as an OHP member. OHP shared these when you applied. You can find a copy at

<https://www.oregon.gov/odhs/benefits/pages/default.aspx>, under the "Rights and Responsibilities" link.

You must help with your care in these ways

- Choose or help choose your primary care provider or clinic.
- Get yearly checkups, wellness visits, and preventive care to keep you healthy.
- Be on time for appointments. If you will be late, call ahead or cancel your appointment if you can't make it.
- Bring your medical ID cards to appointments. Tell the office that you have OHP and any other health insurance. Let them know if you were hurt in an accident.
- Help your provider make your treatment plan. Follow the treatment plan and actively take part in your care.
- Follow directions from your providers or ask for another option.

- If you don't understand, ask questions about conditions, treatments, and other issues related to care.
- Use information you get from providers and care teams to help you make informed decisions about your treatment.
- Use your primary care provider for test and other care needs, unless it's an emergency.
- Use in-network specialists or work with your provider for approval if you want or need to see someone who doesn't work with Advanced Health.
- Use urgent or emergent services appropriately. Tell your primary care provider within 72 hours if you do use these services.
- Help providers get your health record. You may have to sign a form called Release of Information.
- Tell Advanced Health if you have any issues, complaints, or need help.
- Pay for services that are not covered by OHP.
- If you get money because of an injury, help Advanced Health get paid for services we gave you because of that injury.

You can get this handbook in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 541-269-7400 or TTY 711 or 800-735-1232. We accept relay calls.

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You can get help from a certified and qualified health care interpreter.