

Your Rights & Responsibilities as a Plan Member

Coordinated Care Initiative Factsheet - May 2015

Your Rights

As a health plan member, you have a right to:

- Be treated with respect and dignity
- Get timely access to services for a health problem or disability
- Be told where, when, and how to get needed services
- Take part in decisions about your care, including the right to refuse treatment
- Be treated by providers who have experience/expertise in your condition
- Have your medical records and treatment kept private
- Get a copy of your medical records
- Continue to have the right to hire, fire, and manage your IHSS provider

What if I want to change plans or programs?

You can always change health plans, or switch from Cal MediConnect to original Medicare and a Medi-Cal managed care plan.

To make a change, call Health Care Options at:

- **(844) 580-7272**
- **TTY: (800) 430-7077**

Your Responsibilities

Health plan members have certain responsibilities. You should always:

- Use providers who work with the health plan to get covered services
- Work with your provider and health plan to get approval for needed services
- Tell the health plan about your care needs and concerns

Problem Solving: Who to Call

Call your health plan. If you have a problem with your services, try to talk to your doctor and your health plan. Your plan will have a procedure for you to follow to get more information or appeal a decision.

If the problem is still not fixed, you have more options for help. Here is who you can call:

- **Cal MediConnect's Ombudsman Program:** This special program can tell you about your options, including helping you file an appeal or grievance, or helping you set up a fair hearing. **(855) 501-3077**
- **Medi-Cal Managed Care Ombudsman:** This existing program also can tell you about your options, including appeals, grievances and fair hearings. **(888) 452-8609**
- **1-800-MEDICARE:** You can contact this program with questions about your Medicare benefits. **(800) 633-4227**

(continued)

Your Rights & Responsibilities, Continued

Problem Solving

If you have a problem with your services, try to talk to your doctor and your plan. If your problem still is not fixed, you have many options for help.

File a grievance

A grievance is a way of filing a simple complaint about how a plan has served you. If you have a concern with your services or with someone from the Cal MediConnect plan, you can file a grievance. Your Cal MediConnect plan will work with you to resolve the problem.

File an appeal

You can always file an appeal if your Cal MediConnect plan denies, reduces, or ends services you think you should have. The health plan will take another look at your service needs and will send you a letter with a decision. If your appeal is about the plan stopping or reducing services that you already are receiving, you can keep getting the services in question while the appeal is considered by the plan—this is sometimes called “aid paid pending”.

You also have appeal rights if your plan does not cover drugs your doctor has prescribed. The pharmacist will provide you with information on how to ask for a coverage determination, which is the first step in drug appeals.

File a Medicare appeal, including for prescription drugs

For Medicare benefits, if your health plan has denied your appeal for services, you can request another appeal with the Medicare Independent Review Entity (IRE) through the health plan. For more help, you can also call 1-800-MEDICARE (1-800-633-4227) or visit Medicare.gov.

Ask for a State Fair Hearing

For problems with Medi-Cal benefits that are denied, reduced, or stopped, such as long-term support services, you can ask for a Fair Hearing at any time. When you ask for a Fair Hearing, the Medi-Cal Program will listen to your case and make a decision. To ask for a Medi-Cal State Fair Hearing, you call 1-800-952-5253.

For Help with Grievances and Appeals

Making an appeal can be confusing and some deadlines are short. Your health plan must provide clear information on how to file a grievance and appeal. For help, you can also call at any time the **Cal MediConnect Ombudsman** at **1-855-501-3077**.