

If you have problems seeing or reading this, please contact Magellan. Call 1-800-424-4046. A local team member will read it to you.

## Member Rights and Responsibilities

As a member, you have rights and responsibilities. Your rights are important. Providers must explain your rights at your first visit.

### Your Rights

As a member, you have the right to:

- Be treated carefully, with respect, dignity, and privacy.
- Be treated fairly, whatever your:
  - Race.
  - Religion.
  - Gender.
  - Sexual orientation.
  - Ethnic background.
  - Disability.
  - Source of payment.
- Have your treatment and other information kept private. The only time we may share your treatment records is when required by law. You may look on page 15 under “When Information Can’t Be Kept Private” for more details.
- Get care easily and when you need it.
- Learn about treatment in a way that:
  - Respects your culture.
  - You can understand.
  - Fits your needs.
- Take part in making your plan of care.
- Get information in a language you can understand. And get things translated for free.
- Get information in other ways if you ask for it.
- Get information about Magellan and its:
  - Providers.
  - Programs.
  - Services.
  - Role in the treatment process.
- Get information about clinical rules followed in your care.

- Ask your providers about their work history and training.
- Not be kept alone or forced to do something you do not want to do. This is based on a federal law.
- Give your thoughts on the Rights and Responsibilities policy.
- Ask for a certain type of provider.
- Have your provider make care decisions based on the treatment you need.
- Get health care services that obey Virginia and federal laws about your rights.
- Help make decisions about your health care. This includes the right:
  - To get a second medical opinion.
  - To say no to treatment. This is your right unless the court says otherwise.
- File a complaint or grievance about:
  - Magellan.
  - A provider.
  - The care you receive.
  - Transportation.
- File an appeal about a Magellan action or decision.
- Get a copy of your medical records. You can ask that they be changed or corrected.
- Use your rights. This will not affect the way Magellan and its providers treat you.
- Get written information on advance directives and your rights under Commonwealth law. (An advance directive tells doctors the kind of care you would want if you become too sick to decide.)
- Talk with your provider about the types of treatment that are right for you. The cost or benefit coverage does not affect this.

### Your Responsibilities

- You have the responsibility to:
  - Get treatment you need from a provider.
  - Treat with respect anyone giving you care.
  - Give providers and Magellan the information they need. This helps providers give you quality care. It helps us give you the right service.
  - Ask questions about your care. This helps you and your providers understand your health problems. It helps create treatment goals and plans you agree on.
  - Follow your treatment plan. You and your provider should agree on this plan.
  - Follow the plan for taking your medicine. You and your provider should agree on this plan.
  - Tell your providers and primary care doctor about changes in your medicine. This includes medicines other doctors give you.
  - Come to all your provider visits. You should call your provider as soon as you know you need to cancel a visit.
  - Tell your provider when you think the treatment plan is not working.
  - Share your worries about the quality of your care.
  - Tell someone if you suspect abuse or fraud. (This is someone not being honest.)
  - If you suspect abuse or fraud, call the Corporate Compliance Hotline. You can reach this number 24 hours a day, seven days a week. This hotline is run by an outside company. You do not have to give your name when you call. You can send an email too. Magellan will look into all calls and emails. They will stay private.