

HUSKY Health Member Rights & Responsibilities

Member Rights

- Be treated with respect, dignity, and regard for your privacy
- Get care or information about your care in a timely manner
- Choose or change your provider
- Receive active assistance in obtaining an appointment with a specialist
- Take an active part in planning your care and treatment decisions
- Receive complete and comprehensive information about your treatment options, regardless of cost or benefit coverage, and have the opportunity to discuss those options with your provider
- Receive complete and comprehensive information on any financial incentives that might influence the care that you receive from your provider
- Refuse treatment, except when that treatment is required by law
- Receive a second opinion
- Receive interpretation services
- Request and review your medical records with your provider
- Make an advanced directive
- Confidently exercise your rights
- Receive services regardless of race, color, religion, gender, sexual orientation, age, cultural and ethnic background, or status as a HUSKY Health recipient
- Make a complaint, grievance, and appeal
- Be free from retaliation
- Learn about your medical benefits and how to use them
- Correct or change your Protected Health Information and restrict how it is used
- Contact your provider to advocate for medical services
- File an appeal if the authorization of goods or services is partially or fully denied, suspended, reduced, or terminated

Member Responsibilities

- Give your providers and HUSKY the information they need to better serve you
- Choose a primary care provider (PCP)
- Get regular preventive care
- Follow the plan of care that you agreed upon with your providers
- Discuss your care with your PCP before seeking care from a specialist unless it is an emergency, pregnancy-related, or for family planning
- Keep your appointments, or let your provider know at least 24 hours in advance if you need to cancel or reschedule
- Respect the dignity and privacy of others
- Carry your HUSKY Health cards
- Notify HUSKY Health and your DSS worker if you change your address or phone number

Thank you for being a valuable Connecticut Medical Assistance Program Provider for the Medicaid community.