

If you have questions about Member Rights and Responsibilities, or building more effective patient partnerships throughout your practice, please call HUSKY Health Provider Engagement Services at 1.800.440.5071.

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



This brochure was created by the Department of Social Services and Community Health Network of Connecticut, Inc. to support the goals of the Consumer Bill of Rights.

References

¹ US Department of Health and Human Services. *National Healthcare Quality Report*. Rockville (MD): Agency for Healthcare Research and Quality; 2005. Available from: <http://archive.ahrq.gov/qual/nhq05/nhq05.pdf>

A Provider Guide to *HUSKY Health Member* Rights and Responsibilities



At HUSKY Health we want to work with Providers to empower patients to take a greater role in their health.

Research shows that patient outcomes improve when patients and providers work together.¹ Effective partnerships are formed when all parties involved have an understanding of their rights and responsibilities.

An essential part of that partnership is understanding and using Member Rights and Responsibilities on a daily basis.

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



The HUSKY Health website contains links to resources that will further and expand upon these member rights and responsibilities. Visit www.ct.gov/husky, click **“For Providers,”** **“Reports & Resources,”** then **“Consumer Protection.”**

