



MEMBER BULLETIN

BT 200501

FEBRUARY 25, 2004

To: All Indiana Health Coverage Programs *Medicaid Select* Members

Subject: Annual Notice for *Medicaid Select* Members

Para recibir este mensaje en español, por favor llame gratis al 1-877-633-7353.

It is very important that members of *Medicaid Select* understand how the program works. Please read this notice.

You may have recently received a member notice for the Hoosier Healthwise Program by mistake. While much of this information is similar, it is not all the same. Please disregard that notice and **keep this notice for your records.**

1) It is Important to Remember:

- If you change your address, phone number, or have any family changes, you need to call your case manager or call the *Medicaid Select* Helpline at 1-877-633-7353.
- If you have a problem with any *Medicaid Select* service, you have the right to file a complaint (also called a grievance). You can also appeal any decisions made about your health care. If you want to file a complaint or an appeal, you need to call the *Medicaid Select* Helpline at 1-877-633-7353.
- If you need to change or cancel a doctor appointment, call your doctor's office before the scheduled appointment time and set another appointment.
- Emergency rooms should only be used in the case of a life-threatening health problem. True emergencies are when a delay in treatment would result in lasting injury or death. Some examples are chest pain, broken bones, bad bleeding that can not be stopped, or drug overdoses. Instead of spending hours waiting in an emergency room with a non-emergency (like cold, flu, or earache). If you are unsure about whether you have an emergency, call your doctor's office.

2) Member Satisfaction Survey

The *Medicaid Select* program is always trying to improve the quality of the program. Each year members are asked about how well they like the program. Some of the most recent survey results are listed below.

Table 1 – 2004 Member Survey Results (Average)

Questions	Adult	Responses
Minimal problems completing paperwork	99%	Reported Good to Excellent
Have a personal doctor (PMP)	96%	Reported Good to Excellent
Obtained appointments as soon as desired	90%	Reported Always to Usually
Give <i>Medicaid Select</i> a rating of 8, 9, or 10 (10 being the "best health plan possible")	82%	8, 9, or 10

3) Member Rights and Responsibilities

You have the RIGHT to:

- Get information about the *Medicaid Select* program, the health plans, and doctors, including how to choose a doctor and a health plan. You can change your doctor or health plan when necessary. For example, when you move and need a new doctor closer to home.
- Get complete information about your benefits and about changes to your benefits and doctors. This includes how to get services during regular hours, after-hours care, emergency care, out-of-area care, limits on covered services, and what is not covered.
- Receive covered services in a timely manner.
- File a complaint or grievance about any problems with your health care services.
- Get timely answers to your complaints or appeals.
- Be treated with dignity and respect.
- Receive health care that makes you comfortable based on your culture.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, in accordance with Federal regulations. This means that your doctor cannot restrain or seclude you because it is the easiest thing to do. The doctor cannot make you do something that you do not want to do.
- Get a clear explanation of your medical condition and treatment options. You have a right to be part of all your treatment decisions and get a second medical opinion at no cost to you. If you understand your options, you can better decide if you want a certain treatment or you may even refuse treatment.
- Get copies of your medical records, request that they be corrected, or limit access to these records, according to state and federal law.
- Maintain your personal privacy and keep your medical records confidential as required by law.
- Prepare an advance directive.
- Request information about how your doctors get paid, or their physician incentive plan.
- Take part in member satisfaction surveys.
- When you exercise these rights, you will not be treated differently.

YOU are responsible for:

- Keeping scheduled appointments and calling your doctor in advance if you need to cancel or change an appointment.
- Calling your doctor for all your medical care.
- Telling your doctor everything you know about your condition and any recent changes in your health.
- Following the plans and instructions for care that you have agreed upon with your doctor.
- Telling your doctor if you do not understand your care plan or what is expected of you.
- Telling the Hoosier Healthwise program about other health insurance that you have.
- Treating your doctor and their staff with dignity and respect.