

Member's Rights and Responsibilities Statement

This statement can be found in an audio format on our website.

As an OHP client...

- You will be treated with respect and dignity, the same as other patients.
- You can choose your provider.
- You can have a stable relationship with a care team that is responsible for your overall care management.
- You can get services and supports that fit your culture and language needs in the closest location possible.
- You can get certified or qualified health care interpreter services, including sign language interpretation.
- You can get care coordination, community-based care, and help with care transitions in a way that works with your language and culture to reduce the need for hospital or nursing facility visits.
- You can get the services that are needed to diagnose your health condition.
- You can get covered preventative services.
- You can get urgent and emergency services 24 hours a day, seven days a week without prior authorization;
- You can get person-centered care and services that give you choice, independence, and dignity. This care will be based on your health needs and meet generally accepted standards of practice.
- We will give your healthcare providers all the information in your Member Handbook so you can get the best care. They will also help you if you need language assistance.
- You can tell your provider about all your health concerns.
- You can have a friend or helper come to your appointments, and an interpreter if you want one.
- You can ask for services close to home as possible, and in a non-traditional setting that is easier to use.
- You can actively help develop your treatment plan.
- You can get information about all your OHP-covered and non-covered treatment options.
- You can help make decisions about your health care, including refusing treatment, except for court-ordered services.
- You can make a statement of your wishes for treatment. It can have your wishes to accept or refuse medical, surgical, or behavioral health treatment. It can also give instructions and powers of attorney for your care.
- You will not be treated badly by Advanced Health or any of your healthcare providers or Oregon Medicaid by using any of your rights.
- You will be free from restraint or seclusion as a means of coercion, discipline, convenience, or retaliation.
- You can get a notice of an appointment cancellation in a timely manner.
- You can get a referral to a specialist if you need it; get a second opinion free of charge.
- You can get behavioral health and family planning services without a referral.
- You can get help with addiction to cigarettes, alcohol and drugs without a referral.
- You can get handbooks and letters that you can understand.
- You will receive a Member Handbook within 30 days after you sign up with Advanced Health. You can ask for a new Member Handbook or any other information that helps you understand your benefits.

- You can get the care you want or need on your own if you are a minor under the age of 18. To learn more, go to <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le9541.pdf> or <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/ls9541.pdf> to read Minor Rights: Access and Consent to Health Care. This booklet tells you the types of services minors can get on their own and how minors' health care information may be shared.
- Both males and females under 18 years old have the same rights for services and treatment and care in facilities.
- You can have a clinical record kept that keeps track of your conditions, the services you get, and referrals;
- You can transfer your clinical record to another provider;
- You can see and get a copy of your health records, unless your doctor thinks it would be bad for you. You may be charged a small copying fee.
- You can request for your records to be amended or corrected.
- You can limit who can see your health records.
- You can let us know if it is okay to send your information to your providers using the internet.
- You can work with health care team members who follow Advanced Health's policies for things like Enrollment and Disenrollment; Fraud, Waste, and Abuse; Grievance and Appeals; Advance Directives; and Healthcare Interpreter Services.
- You can get a **Notice of Adverse Benefit Determination** (NOABD) letter if you are denied a service or there is a change in service level.
- You can get information and help to file a complaint, appeal denials and ask for a hearing.
- You can make complaints and get a response without a bad reaction from your plan or provider.
- You can ask the Oregon Health Authority Ombudsperson for help with problems at 503-947-2346 or toll free 877-642-0450, TTY 711.
- You can be treated fairly and file a complaint of discrimination if you feel you've been treated unfairly because of your:
 - Age
 - Color
 - Disability
 - Gender Identity
 - Marital status
 - Race
 - Religion
 - Sex
 - Sexual Orientation
- You can Get help to use the healthcare system and get resources you need. This could include:
 - Certified or qualified health care interpreters
 - Certified traditional health workers
 - Community health workers
 - Peer wellness specialists
 - Peer support specialists
 - Doulas
 - Personal health navigators

As an OHP client, you agree to...

- Find a doctor or other provider you can work with and tell them all about your health.
- Treat providers and their staff with the same respect you want.
- Bring your medical ID cards to appointments, tell the receptionist that you have OHP and any other health insurance, and tell them if you were hurt in an accident.
- Be on time for appointments.
- Call your provider at least one day before if you can't make it to an appointment.
- Have yearly check-ups, wellness visits and other services to prevent illness and keep you healthy.
- Follow your providers' and pharmacists' directions, or ask for another choice.
- Be honest with your providers to get the best service possible.
- Call OHP Client Services at 800-699-9075 when you move, are pregnant or no longer pregnant.
- Report other health insurance at www.ReportTPL.org.

If you have other health insurance, please tell the State of Oregon. Other insurance is sometimes called **Third Party Liability** (TPL). To report your TPL or other insurance and to apply for premium assistance, please go to www.ReportTPL.org and follow the instructions.