

# Nascentia Health Options, LLC

1050 West Genesee Street • Syracuse, New York 13204-2243 • (315) 477-9500

## Member Bill of Rights and Responsibilities

### Your Rights

As a member of Nascentia Health Options, LLC you have a right to:

- Receive medically necessary care;
- Timely access to care and services;
- Privacy about your medical record and when you get treatment;
- Get information on available treatment options and alternatives presented in a manner and language you understand;
- Get information in a language you understand; you can get oral translation services free of charge;
- Get information necessary to give informed consent before the start of treatment;
- Be treated with respect and dignity;
- Get a copy of your medical records and ask that the records be amended or corrected;
- Take part in decisions about your health care, including the right to refuse treatment;
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation;
- Get care without regard to sex, race, health status, color, age, national origin, sexual orientation, marital status or religion;
- Be told where, when and how to get the services you need from your managed long term care; plan, including how you can get covered benefits from out-of-network providers if they are not available in the plan network;
- Complain to the New York State Department of Health or your Local Department of Social Services; and, the Right to use the New York State Fair Hearing System and/or a New York State External Appeal, where appropriate; and
- Appoint someone to speak for you about your care and treatment.

## Your Responsibilities

As a member of Nascentia Health Options, LLC you agree to:

- Work with your Care Manager to become as independent and self managing as possible;
- Find out how your health care system works ;
- Listen to your health care providers advice and ask questions when you are in doubt;
- Treat health care staff with the respect you expect yourself;
- Tell us if you have problems with any health care staff;
- Keep your appointments. If you must cancel, call as soon as you can.;
- Use the emergency room only for real emergencies;
- Call your health care providers when you need medical care, even if it is after-hours;
- Use Providers who work with Nascentia Health Options, LLC for covered services;
- Get approval from your PCP and/or Care Manager before getting covered service;
- Contact your Care Manager any time you use the emergency room, are hospitalized, get new prescriptions or receive a referral to another medical provider; and
- If you have a spend down (surplus) to be Medicaid eligible, you must pay this to Nascentia Health Options, LLC. (See spend down section).