



Participant Rights for Medicaid Beneficiaries

- You have the right to get services that fit your age and culture in a place that is easy for you to get to and use.
- The right to be treated kindly with dignity, and respect.
- The right to keep your personal information private and have details about your care kept confidential.
- The right to get a certified interpreter and translated materials for free
- The right to get the information you ask for and receive help in the language or format you choose.
- The right to be safe from punishment, unfair treatment, or being locked up or restrained just to control you, make things easier, or get back at you.
- The right to talk openly about your health care and any concerns without being punished or treated badly · You have the right to have all treatment choices and other options explained to you in a way you understand.
- You have the right to be told about all treatment choices, no matter how much they cost.
- You have the right to get information about treatment choices in a way that fits your health needs.
- You have the right to make choices about your care, including saying no to any treatment.
- You have the right to get emergency care, urgent care, or help in a crisis. · You have the right to get follow-up care after emergency, urgent, or crisis care if you are admitted to the hospital.
- You have the right to choose your own health care provider from those in your plan.
- You have the right to get a second opinion from another qualified provider in your health plan for free. If needed, you can also get a second opinion from a provider outside your plan at no cost.
- You have the right to get needed health care outside your health plan if your plan cannot give you the care you need in time.
- You have the right to get the name, address, phone number, and languages spoken (besides English) for providers in your health plan.
- You have the right to get information about how your health plan works and how it provides services.
- You have the right to ask for and get the health plan's rules and policies about your health care rights.
- You have the right to get services from your plan/MCO without waiting too long. The timeframe requirements are specified in 42 C.F.R. Sec. 438.408(b).

- You have the right to appeal if your health plan/Managed Care Organization (MCO) does not give you care on time.
- You have the right to receive a notice, so that you have an opportunity to appeal the decision, if your health plan/MCO:
 - Denies or limits a service you asked for;
 - Stops, reduces, or suspends a service you were already approved for, or
 - Refuses to pay for a service (all or part).
- You have the right to get the help you need, including accommodations for the following:
 - Help filling out and sending forms;
 - Help giving or getting information to keep your benefits;
 - Clear explanations if your benefits are reduced or stopped;
 - Help asking for a hearing, and/or;
 - Upon request, reviewing the agency's decision to terminate, suspend, or reduce benefits;
- You have the right to complain to your health plan/MCO if you are not happy with the care you get.
- You have the right to make an advance directive. This is a document that says your choices and wishes for your health care.
- You can ask for a copy of your medical or mental health records. You will be told how much it costs to make copies.
- You can ask to fix mistakes in your medical records if something is wrong.
- You have the right to get care that is safe and free from sexual harm or harassment. If you are 20 years old or younger, you can get the medical services you need, including checkups and treatment, as part of the EPSDT program under WAC 246-341-0600.