



*****IMPORTANT NOTICE*****

Dear SFCCN Enrollee,

We want to make sure you receive the best service possible. We have recently revised the SFCCN Enrollee Rights and Responsibilities that are in your handbook. They are on the other side of this page. It is important for you to read them. Please call Enrollee Services if you have any questions.

Thank you.

SFCCN Enrollee Services

ENROLLEE RIGHTS AND RESPONSIBILITIES

We want you to get the best medical care. We want to help you get the care you need. For that, you have rights and responsibilities. Certain rights are provided for by law (42 CFR 438.100; 42 CFR 438.102; 45 CFR 164.524 and 45 CFR 164.526).

Your rights:

- To be treated with respect, courtesy, and dignity.
- To protect your privacy.
- To ask questions and get answers you can understand.
- To get the care and services covered by Medicaid.
- To get good medical care regardless of race, origin, religion, age, disability, or illness.
- To know about your treatment. To know what your options are. To decide about your care. You can refuse treatment.
- To ask for and get a copy of your medical records. To request your medical records be changed or amended. Changes can only occur as allowed by law.
- To get a second opinion from another doctor.
- To change providers at any time. You can ask for another primary care doctor (PCP) or specialist.
- To file a complaint or grievance.
- To not be restrained or secluded to make you act a certain way or to get back at you.
- To get information about Advance Directives, if you are over 18.
- To exercise your rights and not have it affect the way you are treated.
- To get information from SFCCN in the format or language that you need. Information like:
 - ❖ How we approve services (authorization/referral process, medical necessity);
 - ❖ How we make sure we keep getting better at what we do (Quality Improvement Program)
 - ❖ How we measure the quality of our services (Performance Measures);
 - ❖ The prescription drugs covered by Medicaid;
 - ❖ How we keep your information confidential;
 - ❖ How we run the program. How we operate. Our policies.
 - ❖ If we have any provider incentive plans.

You can get this information at www.sfccn.org or call Enrollee Services.

Your responsibilities:

- To call your PCP before getting care unless it is an emergency. To call your PCP when you get sick and need care.
- To listen and work with your providers.
- To give them the information they need for your care.
- To talk to your doctor if you have questions or concerns
- To carry your ID card at all times.
- To call your doctor if you cannot make it to an appointment.
- To call DCF if your address or telephone number changes.
- To tell us or Medicaid if you suspect fraud.