



## **Patient Bill Of Rights – Did You Know?**

### **I. Information Disclosure**

You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.

### **II. Choice of Providers and Plans**

You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high-quality health care.

### **III. Access to Emergency Services**

If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

### **IV. Participation in Treatment Decisions**

You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

### **V. Respect and Nondiscrimination**

You have a right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other health care providers.

### **VI. Confidentiality of Health Information**

You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your medical record and request that your physician amend your record if it is not accurate, relevant, or complete.

### **VII. Complaints and Appeals**

You have the right to a fair, fast, and objective review of any complaint you have against your health plan, doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel, and the adequacy of health care facilities.

### **Medicare Patients' Rights**

As a Medicare beneficiary, you have certain guaranteed rights. These rights protect you when you get health care; they assure you access to needed health care services; and they protect you against unethical practices. You have these Medicare rights whether you are in the Original Medicare Plan or another Medicare health plan.

## **Your Rights Include:**

- The right to protection from discrimination in marketing and enrollment practices.
- The right to information about what is covered and how much you have to pay.
- The right to information about all treatment options available to you.
- The right to appeal decisions to deny or limit payment for medical care.
- The right to know how your Medicare health plan pays its doctors.
- The right to choose a women's health specialist.
- The right, if you have a complex or serious medical condition, to receive a treatment plan that includes direct access to a specialist.
- The right to receive emergency care.

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***If you believe that any of your rights have been violated, please call the State Health Insurance Assistance Program in your State.***