



# CareOregon Advantage

## Member Rights and Responsibilities For Members on CareOregon Advantage Plans

### **Members' Rights**

- To be provided information in a way that works for you (in languages other than English that are spoken in the plan service area, in Braille, in large print, or other alternate formats, etc.) If you are eligible for Medicare because of a disability, we are required to give you information about the plan's benefits that is easy to access for you.
- To be treated with fairness and respect at all times
- To be ensured that timely access to your covered services and drugs
- To choose a primary care provider (PCP) in the plan's network to provide and arrange for your covered services
- To go to a women's health specialist (such as a gynecologist) without a referral
- To get your prescriptions filled or refilled at any of our network pharmacies without long delays
- To receive protection of the privacy of your personal health information
- To look at your medical records held at the plan, and to get a copy of your records
- To ask us to make additions or corrections to your medical records
- To know how your health information has been shared with others for any purposes that are not routine
- To receive information about the plan, its network of providers, and your covered services
- To get information from us about the qualifications of the providers and pharmacies in our network and how we pay the providers in our network
- To receive confidential communications from CareOregon
- To receive support for your right to make decisions about your care, as well as participate fully in decisions about your health care
- To be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely
- To be told about any risks involved in your care.
- To be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- To refuse any recommended treatment, or to stop taking your medication
- To receive an explanation from us if a provider has denied care that you believe you should receive

- To give instructions about what is to be done if you are not able to make medical decisions for yourself
- To make complaints and to ask us to reconsider decisions we have made
- To get a summary of information about the appeals and complaints that other members have filed against our plan in the past.

## **Members' Responsibilities**

- Get familiar with your covered services and the rules you must follow to get these covered services.
- If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.
- Tell your doctor and other health care providers that you are enrolled in our plan.
- Show your plan membership card whenever you get your medical care or Part D prescription drugs.
- If you receive extra help, be sure to show your state Medicaid card. Your state Medicaid program may cover some prescription drugs not normally covered in a Medicare drug plan.
- Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
- Follow the treatment plans and instructions that you and your doctors agree upon.
- If you have any questions, be sure to ask.
- Be considerate.
- To respect the rights of other patients.
- To act in a way that helps the smooth running of your doctor's office, hospitals, and other offices.
- You must pay your plan premiums to continue being a member of our plan.
- In order to be eligible for our plan, you must maintain your eligibility for Medicare Part A and Part B.
- For some of your medical services or drugs covered by the plan, you must pay your share of the cost when you get the service or drug.
- Tell us if you move outside or within our plan service area.
- Call Customer Service for help if you have questions or concerns.