

## When you are on Medicaid you have rights:

Medicaid is a voluntary program. This means that you agree to be a part of Medicaid and to follow Medicaid's rules. This also means you have the following rights when you are on Medicaid.

### You have the right:

- To be able to get in touch with your doctor.
- To go to any doctor or clinic for birth control (family planning).
- To get care right away if you have a certified emergency.
- To be told what your illness or medical problem is and what the doctor thinks is the best way to treat it.
- To decide about your health care and to give your permission before the start of treatment or surgery.
- To have the personal information in your medical records kept private.
- To be treated with respect, dignity and privacy.
- To report to Medicaid any complaint or grievance about your doctor or your medical care.



## When you are on Medicaid you have duties:

Medicaid is a voluntary program. This means that you agree to be a part of Medicaid and to follow Medicaid's rules. This also means you have the following duties when you are on Medicaid.

### You have the duty:

- To follow the rules for Medicaid.
- To call your doctor first before going to the emergency room, unless it is life threatening, or if you go to other doctors or clinics.
- To give as many facts as you can to help your doctor or other health care provider take care of you. For example, it is important to tell your doctor about all the medicines you take. (You may want to take all your medicine bottles with you to the doctor.)
- To call your doctor or clinic and let them know if you cannot come to an appointment.
- To follow the instructions you get from your doctor or clinic.
- To ask questions about things you do not understand.
- To follow the rules set up by your personal doctor for his or her office.
- To tell your doctor or clinic about any insurance you have.
- To keep your Medicaid card in a safe place. Never let anyone else use your card.
- To tell Medicaid about any changes that might affect your coverage such as address, marital status, income or insurance coverage. A relative should report the date of death of a Medicaid client.

## Some rules your doctor might have:

- 1) Treat others with respect and courtesy. This means showing respect to the doctor, employees, and other patients and their families. This also means you are to answer questions with courtesy, follow directions and otherwise do what is asked of you.
- 2) Do not bring food or drink into the office.
- 3) Bring no more than one visitor with you to wait in the office.
- 4) Pay for any services not covered by Medicaid.
- 5) Call if you cannot keep an appointment.



### **Your doctor has the right to ask you to follow the rules for the office or clinic.**

This also applies to any visitors or relatives who come with you or your child. If you (or others with you) do not follow the rules, your doctor has the right to ask that you (or your child) go to another doctor. If you continue to not follow the rules, you may not be able to find a doctor who will see you (or your child). **This may cause you to have to pay for your medical care.**

Acting rude, mean or threatening to the doctor or to a person who works for the doctor, may result in your losing your Medicaid. This includes fighting, using profanity or other abusive words, carrying a weapon or being under the influence of drugs or alcohol.