

Enrollee Handbook update

Please read this with care and keep it with your Enrollee Handbook.

We recently updated the **Your rights** and **Your responsibilities** sections of your Enrollee Handbook. The revised sections are below.

Your rights

You have a right to:

- Be treated with respect and dignity
- Know that talks with your doctors and providers are private
- Have an illness or treatment explained to you in a language you understand
- Help make decisions about your care
- Be free of restraint or seclusion used as coercion, discipline, convenience, or retaliation, as stated in federal rules on the use of restraints and seclusion. A restraint is something that keeps you from moving freely. Seclusion means being kept away from others.
- Make informed decisions about your care. This includes your right to receive explanations of treatment options and risks that are:
 - Full
 - Clear
 - Understandable
- Say no to treatment or care
- Be free of physical and chemical restraints, except in emergencies
- See your medical records and request changes
- Choose a PCP/PDP from the Amerigroup DC network
- Change your PCP/PDP
- Make a Grievance about your care and receive an answer
- Request an Appeal or a Fair Hearing if you think Amerigroup DC was wrong to deny, reduce, or stop a service or item
- Receive Family Planning Services and supplies from a provider you choose
- Get medical care without unnecessary delay
- Receive information on Advance Directives and choose not to have or continue a treatment needed to stay alive
- Receive a copy of the Amerigroup DC Enrollee Handbook and/or Provider Directory
- Get information about our providers
- Continue treatment you currently receive until you have a new treatment plan

- Receive interpretation and translation services **free of charge** and to say no to these services
- Receive transportation services **free of charge**
- Learn more about how prior authorization works
- Receive information about Amerigroup DC, including its services, financial state and any special ways we pay our doctors
- Get summaries of customer satisfaction surveys
- Receive an Amerigroup DC “Dispense as Written” policy for prescription drugs
- Receive a list of all covered drugs
- Make suggestions to Amerigroup DC about your rights and responsibilities
- Receive health care services from providers who:
 - Are available and easy to get to
 - Provide timely and coordinated care
 - Respect your cultural beliefs
 - Make sure you get the right amount of care to meet your specific needs
- Exercise your rights without any bad treatment from Amerigroup DC, its providers, sub-contractors or the District
- Get a copy of your rights and responsibilities

Your responsibilities

You are responsible for:

- Treating your providers with respect and dignity
- Following the rules of the DC Medicaid Managed Care Program and Amerigroup DC
- Following your providers’ instructions
- Telling your doctors and providers about your health conditions
- Working as a team with your provider to choose what health care is best for you
- Going to scheduled appointments
- Telling your doctor at least 24 hours before the appointment if you must cancel
- Asking for more explanation if you do not understand your doctor’s instructions
- Going to the Emergency Room only if you have a health emergency
- Telling your PCP/PDP about any problems that may affect your health
- Telling the Economic Security Administration (ESA) and Amerigroup DC if:
 - You or a family Enrollee have other health insurance
 - Your address or phone number changes
 - There is a change in your family (like a death or birth)
- Trying to understand your health problems and helping create treatment goals
- Helping your doctor get medical records from providers who treated you in the past
- Telling Amerigroup DC if you were hurt in an accident or at work