



Your Rights and Responsibilities as an Amerigroup Member

Your Rights

Amerigroup Community Care members have the right to:

- Get timely and proper notice; you must get notice in writing before Amerigroup takes any action to end your Amerigroup coverage
- Get a Medicaid Fair Hearing if you disagree with a decision Amerigroup makes about your health care coverage
- Get a copy of the Notice of Privacy Practices that tells you your rights on Protected Health Information (PHI) and the responsibility of Amerigroup to protect your PHI; this includes the right to know how Amerigroup handles, uses and gives out your PHI
- PHI is defined by HIPAA Privacy Regulations as information that:
 - Identifies you or can be used to identify you
 - Either comes from you or has been created or received by a health care provider, a health plan, your employer or a health care clearinghouse
 - Has to do with your physical or mental health condition, providing health care to you or paying for providing health care to you
- Get a current directory of doctors within the Amerigroup network
- Get information about your Amerigroup doctors and other network providers; call Member Services at 1-800-600-4441
- Choose any of our Amerigroup network specialists after getting a referral from your PCP
- Be referred to specialists who are experienced in treating disabilities if you have any chronic disabilities
- Have access to a PCP or a backup PCP 24 hours a day, 365 days a year for urgent care; this information is on your member ID card
- Call 911 without getting permission from Amerigroup if you have an emergency situation
- Direct access for women's routine and preventive health care (OB/GYN)
- Have a doctor make the decision to deny or limit your coverage
- Have no gag rules, which means that doctors are free to discuss all medical treatment options, even if they are not covered services
- Know how Amerigroup pays the doctors, so you know if there are financial incentives or disincentives tied to medical decisions
- Know how to make a complaint to Amerigroup Community Care
- Know how to ask for an administrative review of a decision to not pay for a service or limit coverage to Amerigroup
- Know you or your doctor cannot be penalized for filing a complaint or administrative review
- Be treated with respect and dignity by health care providers, their staff and all individuals employed by our company
- Have information about Amerigroup Community Care, its services, policies and procedures, providers, member rights and responsibilities and any changes made
- Talk about your medical record with your PCP; you can ask for a summary of that record

- Refuse treatment to the extent of the law and be aware of the results; this includes the right to refuse to be part of research
- Decide ahead of time the kind of care you want if you become sick, injured or seriously ill by making a living will
- Decide ahead of time the person you want to make decisions about your care if you are not able to by making a durable power of attorney
- Expect that your records and communications will be treated confidentially and not released without your permission; parents of members who are over 18 cannot have access to records when care is for OB/GYN services
- If you are over 18, expect that you will be able to participate in and make decisions about your own and your child's health care
 - If you are under 18, expect that you will be able to participate in and make decisions about your own and your child's health care if you are married or declared emancipated by a court order
- Choose a Primary Care Provider (PCP), choose a new PCP and have privacy during a visit with a doctor
- Have your medical information given to a person you choose to coordinate care when you are unable to or have it given to a person who is legally authorized when concern for your health makes it inadvisable to give such information to you
- Have medical services available to you under your Amerigroup plan in accordance with 42 CFR 438.206 through 438.210
- Be free from liability and receiving bills from providers for medically needed or covered services that were authorized or covered by Amerigroup in which the provider was not paid
- Only be responsible for copays as described in this member handbook
- Be free from any Amerigroup debts in the event of insolvency and liability for covered services in which the state does not pay to Amerigroup
- Be free from payment for covered services in which the payment exceeds the amount you would be responsible for if Amerigroup provided the service
- Continue as a member of Amerigroup despite your health status or need for care
- Call our Nurse HelpLine 24 hours a day, 7 days a week toll free at 1-800-600-4441
- Call our Member Services department toll free at 1-800-600-4441 from 7:00 a.m. to 7:00 p.m. weekdays, except for state holidays
- Get help from someone who speaks your primary language or get help through a TTY/TDD line if you are deaf or hard of hearing at 1-800-855-2880
- Expect doctor offices to have wheelchair access
- Receive information on available treatment options and alternatives, regardless of cost or benefit coverage
- Ask for and receive a copy of your medical records and ask to amend or correct the record, and not be restrained or secluded if doing so is to punish you:
 - For someone else's convenience
 - Meant to force you to do something you do not want to do
- Take part in making decisions about your health care with your doctor
- Make suggestions about the Amerigroup member rights and responsibilities policy
- Discuss questions you may have about your medical care or services with Amerigroup; call Member Services at 1-800-600-4441

Your Responsibilities

Amerigroup members have the responsibility to:

- Notify your PCP as soon as possible after you get emergency treatment
- Go to the emergency room when you have an emergency
- Call Amerigroup if you have a problem and need help
- Tell your PCP about symptoms or problems and ask questions
- Read this member handbook to understand how Amerigroup works
- Notify Amerigroup if a family member who is in Amerigroup has died; someone must also notify Amerigroup if you die
- Give Amerigroup proper identification when you enroll
- Treat your doctors, their staff and Amerigroup employees with respect and dignity
- Not be disruptive in your doctor's office
- Respect the rights and property of all providers
- Cooperate with people providing your health care
- Get information about treatment and consider this treatment before it is done
- Discuss any problems in following your doctor's directions
- Consider the results of refusing treatment recommended by a doctor
- Help your PCP get your medical records from the doctor you had before; you should also help your PCP fill out new medical records
- Respect the privacy of other people waiting in the doctors' offices
- Get permission from your PCP or the PCP's associates before seeing a consultant or specialist; you should also get permission from your PCP before going to the emergency room unless you have an emergency medical condition
- Call Amerigroup and change your PCP before seeing a new PCP
- Learn and follow the Amerigroup policies and procedures outlined in this handbook until you are disenrolled
- Make and keep appointments and be on time. Always call the doctor's office if you need to cancel an appointment, change your appointment time or will be late
- Discuss complaints, concerns and opinions in an appropriate and courteous way
- Tell your doctor who you want to be told about your health
- Get medical services from your PCP
- Know and get involved in your health care. You should talk with your doctor about recommended treatment. You must then follow the plans and instructions for care agreed upon with your provider.
- Know how to take your medicines the right way
- Carry your Amerigroup, Medicaid and/or PeachCare for Kids® ID card(s) at all times. You should report any lost or stolen cards to Amerigroup quickly. You should also contact Amerigroup if information on your ID card is wrong or if you have changes in name, address or marital status.
- Show your ID cards to each provider
- Tell Amerigroup about any doctors you are currently seeing
- Provide true and complete information about your circumstances
- Report change in your circumstances
- Give Amerigroup and your doctor the information they need to take care of your medical needs