



Your Rights

You have the right to:

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• Be treated with respect and recognition of your dignity by everyone who works with Molina Healthcare.• Get information about Molina Healthcare, our providers, our doctors, our services and members' rights and responsibilities.• Choose your "main" doctor from Molina Healthcare's network (This doctor is called your primary care doctor or personal doctor).• Be informed about your health. If you have an illness, you have the right to be told about all treatment options regardless of cost or benefit coverage. You have the right to have all your questions about your health answered.• Help make decisions about your health care. You have the right to refuse medical treatment.• You have a right to Privacy. We keep your medical records private.*• See your medical record including the results of your Initial Health Assessment (IHA). You also have the right to get a copy of and correct your medical record where legally ok.*• Complain about Molina Healthcare or your care. You can call, fax, e-mail or write to Molina Healthcare Member Services.• Appeal Molina Healthcare's decisions. You have the right to have someone speak for you during your grievance.• Ask for a State Fair Hearing by calling | <p>toll-free (800) 952-5253. You also have the right to get information on how to get an expedited State Fair hearing quickly.</p> <ul style="list-style-type: none">• Disenroll from Molina Healthcare (Leave the Molina Healthcare Health Plan).• Ask for a second opinion about your health condition.• Ask for someone outside Molina Healthcare to look into therapies that are experimental or being done as part of exploration.• Decide in advance how you want to be cared for in case you have a life-threatening illness or injury.• Get interpreter services on a 24 hour basis at no cost to help you talk with your doctor or us if you prefer to speak a language other than English.• Not be asked to bring a minor, friend, or family member with you to act as your interpreter.• Get information about Molina Healthcare, your providers, or your health in the language you prefer.• Ask for and get materials in other formats such as, larger size print, audio and Braille upon request and in a timely fashion appropriate for the format being requested and in accordance with state laws.• Receive instructions on how you can view online, or request a copy of, Molina Healthcare's non-proprietary clinical and administrative policies and procedures. | <ul style="list-style-type: none">• Get a copy of Molina Healthcare's list of approved drugs (drug formulary) on request.• Submit a grievance if you do not get medically needed medications after an emergency visit at one of Molina Healthcare's contracted hospitals.• Have access to family planning services, Federally Qualified Health Centers, Indian Health Services Facilities, sexually transmitted disease services, and Emergency services outside of Molina Healthcare's network according to federal laws. You do not need to get Molina Healthcare's approval first.• Get minor consent services.• Not to be treated poorly by Molina Healthcare, your doctors or the Department of Health Care Services for acting on any of these rights.• Make recommendations regarding the organization's member rights and responsibilities policies.• Be free from controls or isolation used to pressure, punish or seek revenge.• File a grievance or complaint if you believe your linguistic needs were not met by Molina Healthcare. <p>*Subject to State and Federal laws</p> |
|---|---|--|

Your Responsibilities

You have the responsibility to:

- | | |
|--|---|
| <ul style="list-style-type: none">• Learn and ask questions about your health benefits. If you have a question about your benefits, call toll-free at (888) 665-4621.• Give information to your doctor, provider, or Molina Healthcare that is needed to care for you.• Be active in decisions about your health care.• Follow the care plans for you that you have agreed on with your doctor(s).• Build and keep a strong patient-doctor relationship. Cooperate with your doctor and staff. Keep appointments | <p>and be on time. If you are going to be late or cannot keep your appointment, call your doctor's office.</p> <ul style="list-style-type: none">• Give your Molina Healthcare and State card when getting medical care. Do not give your card to others. Let Molina Healthcare or the State know about any fraud or wrong doing.• Understand your health problems and participate in developing mutually agreed-upon treatment goals as you are able. |
|--|---|