

HEALTH FIRST COLORADO (COLORADO'S MEDICAID PROGRAM) MEMBERS

Information about Your Rights, Responsibilities, EPSDT, and Advance Directives

As a Health First Colorado Member, you the right to:

1. Receive a handbook and get information about your coverage, benefits, and services
2. Be treated with respect and consideration for your privacy and dignity
3. Get information in a way you can easily understand. This includes language services.
4. Get information from your provider about treatment choices for your health condition
5. Be involved in all decisions about your health care and say "no" to any treatment offered
6. Not be secluded or restrained as a punishment or to make things easier for your provider
7. Ask for and get a copy of your medical records and ask that they be changed or corrected
8. Get health care services
9. Use your rights and/or file a complaint without fear of being treated poorly
10. Any other rights guaranteed by law
11. Be free from discrimination based on race, color, ethnic or national origin, ancestry, age, sex, gender, sexual orientation, gender identity and expression, religion, creed, political beliefs, disability, or health status including Acquired Immune Deficiency Syndrome (AIDS)
12. Obtain available and nearby services
13. Have an independent advocate of your choice. This is someone who can support you with your health care
14. Get a second opinion
15. Receive services that respects and knows your culture
16. Be told if your provider stops seeing members, or has changes in services
17. Tell others your view about our services
18. Be free from sexual intimacy with your provider. If this happens, report it to the: Colorado Department of Regulatory Agencies (DORA). Phone: 303-894-7788 or write to: DORA, 1560 Broadway, Suite 1350, Denver, CO 80202

As a Health First Colorado Member, you have the responsibility to:

1. Understand your rights
2. Follow the Health First Colorado's (Colorado's Medicaid Program) handbook
3. Treat other members, your providers and staff with respect
4. Choose a provider from your plan network or call us if you want to see a different provider
5. Pay for services you get that are not covered by Health First Colorado
6. Tell your provider and Health First Colorado if you have other insurance or family or address changes
7. Ask questions when you do not understand or want to learn more
8. Tell your provider information they need to care for you, such as your symptoms
9. Take medications as prescribed and tell your provider about side effects or if your medications are not helping
10. Invite people who will be helpful and supportive to you to be included in your treatment
11. Report suspected member or provider fraud or abuse to Member Fraud at 844-475-0444 or Provider Fraud at 855-375-2500
12. Learn about your health benefits and how to use them
13. Following your treatment plan
14. Tell your PCMP, provider, or care coordinator if you do not understand your treatment plan
15. Go to your appointments on time or call your provider if you will be late or cannot keep your appointment.

Advance Directives:

You have the right to give written guidelines to health care workers about the type of health care you want or do not want. This is important if you become so ill or injured that you cannot speak for yourself. These guidelines are called Advance Directives. Advance Directives are legal papers you prepare while you are healthy. In Colorado, they include:

- **A Medical Durable Power of Attorney.** This names a person you trust to make medical decisions for you if you if you cannot speak for yourself.
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- **A Living Will.** This tells your doctor what type of life-sustaining procedures that you want and do not want.
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- **A Cardiopulmonary Resuscitation (CPR) Directive.** This is also known as a “Do Not Resuscitate” Order. It tells medical persons not to revive you if your heart and/or lungs stop working.

For facts about Advance Directives, talk with your Primary Care Medical Provider (PCMP). Your PCMP will have an Advance Directives form that you can fill out.

Your PCMP will ask you if you have an Advance Directive and if you want a copy placed in your health record. However, you do not need to have an advance directive to get health care.

If you think that your providers are not following your Advance Directive, you can file a complaint with the Colorado Department of Public Health and Environment.

Behavioral Health Crisis Plan

Colorado does not have a law about behavioral health advance directives. If you have on-going behavioral health problems, it is a good idea to have a crisis plan. A crisis plan will help you have more control over decisions if you have a behavioral health crisis. You can talk with your behavioral health provider or Care Coordinator about writing a crisis plan.

Early Periodic Screening, Diagnostic Treatment Benefits

For clients under the age of 21, behavioral health providers are required to ask if any mental health issues were found in your child’s last medical visit or well-child exam. If any issues were found, we want to help you coordinate care with your Primary Care Medical Provider (PCMP). Your provider will ask you to sign a release of information. If your child has not had a well-child exam within the last year, your therapist will suggest that you schedule an appointment. If you do not have a PCMP or you want a new PCMP, you may call your RAE.

Member signature

Provider signature

Date