

Enrollees Rights

You Have the Right To:

1. To be provided with information about enrollee rights and protections.
2. To be treated with respect and recognition of their dignity and right to privacy.
3. To receive information about LRE and its CMHSPs' services, practitioners and providers, and rights and responsibilities.
4. To be provided freedom of choice among network providers.
5. To a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage and to freely communicate with their providers and without restriction on any information regarding care.
6. To receive information on available treatment options.
7. To participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions.
8. To be made aware of those services that are not covered and may involve cost sharing if any.
9. To receive information on advance directives.
10. To receive benefits, services and instructional materials in a manner that may be easily understood.
11. To receive information that describes the availability of supports and services and how to access them.
12. To receive information in non-English languages as needed.
13. To receive interpreter services free-of-charge for non-English languages as needed.
14. To be provided with written materials in alternative formats and information on how to obtain them for those who are visually and or are hearing impaired or have limited reading proficiency.
15. To be provided with information on services that are not covered on moral /religious basis.
16. To receive information on how to access 911, emergency, and post-stabilization services as needed.
17. To receive information on how to obtain referrals for specialty care and other benefits that is not provided by the primary care provider.
18. To receive information on how and where to access benefits that are not covered under LRE's Medicaid contract but may be available under the state health plan, including transportation.
19. To receive information on the grievance, appeal and fair hearing processes.
20. To voice complaints and request appeals regarding care and services provided.
21. To be provided with timely written notice of any significant State and provider network related changes.
22. To make recommendations regarding the member rights and responsibilities.
23. To supply information (to the extent possible) that LRE and its CMHSPs' assigned providers and practitioners need in order to provide care.
24. To follow plans and instructions for care that they have agreed to with their practitioners.
25. To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.