

As a Passport member, you are entitled to certain rights and services. You also have a responsibility to be an active participant in your health care. A good partnership between you and your health care provider(s) will improve our ability to provide appropriate services and your ability to receive the most benefit from the services. Here is a summary of your rights and responsibilities as a member:

### **Passport members have the right to:**

- Respect, dignity, privacy, confidentiality, accessibility and non-discrimination
- A reasonable opportunity to choose a Primary Care Provider (PCP) and to change to another Provider in a reasonable manner
- Consent for or refusal of treatment and active participation in decision choices
- Ask questions and receive complete information relating to your medical condition and treatment options, including Specialty Care
- Voice Grievances and receive access to the Grievance process, receive assistance in filing an Appeal, and request a State Fair Hearing from Passport and/or the Department for Medicaid Services
- Timely access to care that does not have any communication or physical access barriers
- Prepare Advance Medical Directives
- Assistance with Medical Records in accordance with applicable federal and state laws
- Timely referral and access to medically indicated Specialty Care
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Receive information in accordance with 42 C.F.R. 438.10
- Be provided covered health care services
- Any Native American Indian, that is eligible to receive services from a participating I/T/U provider or an I/T/U Primary Care Provider (PCP), shall be allowed to receive services from that provider if part of Passport's Network (Indian Health Services, Tribally operated facility/ program, and Urban Indian clinics)

Additionally, as a Passport member you have the right to request and obtain the information listed here annually. Additionally, any change in the information listed here will be communicated at least thirty (30) days before the intended effective date of a change:

- Names, locations, telephone numbers of (and non-English languages spoken by) Providers in Passport's network, including identification of Providers that are not accepting new patients (Including at a minimum, information on PCPs, specialists, and hospitals)
- Any restrictions on freedom of choice among network Providers
- Any changes in covered services by Passport due to moral or religious objections and how to obtain the service
- Member rights and protections, as specified in 42 C.F.R. 438.100, including the freedom to exercise your rights without negatively affecting the way Passport, our providers or the State treat you and freedom from other discrimination prohibited by State and Federal regulations



- Information on the right to file grievances and appeals and procedures
- Information on a State Fair Hearing, including the right to the hearing, method for obtaining a hearing and rules that govern representation at the hearing
- Amount, duration, and scope of benefits available in sufficient detail to ensure understanding of the benefits to which you are entitled
- Procedures for obtaining benefits, including authorization requirements
- How you may obtain benefits, including Family Planning Services, from Out-of-Network Providers
- To receive detailed information on how after-hours and emergency coverage is provided
- Post-stabilization care services rules
- Passport's policy on referrals for Specialty Care and for other benefits not furnished by your PCP
- Copayment or cost-sharing if required
- How and where to access any benefits that are available under Medicaid, but are not covered by Passport
- Any appeal rights made available to Providers to challenge the failure of Passport to cover a service
- Upon request, information on the structure and operation of Passport and physician incentive plans
- Right to request and receive a copy of Medical Records and request that the records be amended or corrected

**Passport members have the responsibility to:**

- Become informed about your rights
- Abide by Passport and the Department for Medicaid's policies and procedures
- Become informed about services and treatment options
- Actively participate in personal health and care decisions and practice healthy lifestyles
- Report suspected Fraud & Abuse
- Keep appointments or call to cancel
- Never let anyone use your Passport ID card or Medicaid ID Card
- Promptly apply for Medicare or other insurance when you are eligible

These rights and responsibilities are posted at [PassportHealthplan.com](https://PassportHealthplan.com). Passport staff and providers will comply with all requests concerning your rights.