

Member Rights and Responsibilities

- Trusted Health Plan Michigan staff & affiliated providers will comply with all requirements concerning member rights
- Member has the right to be treated with dignity, respect and the right to privacy
- Member has the right to direct access to network women health specialists & pediatric providers for routine & preventive health care services without a referral
- Member has the right to receive FHQC services
- Member has the right to request information regarding physician incentive arrangements including those that cover referral services that place the physician at significant financial risk (more than 25%), other types of incentive arrangements, and whether stop-loss coverage is provided
- Member has the right to request information on the structure & operation of Trusted Health Plan Michigan
- Member has the right to an explanation of any service limitations or exclusions from coverage
- Member has the right to an explanation of counseling or referral services that the Trusted Health Plan Michigan elects not to provide, reimburse for, or provide coverage of, because of an objection on moral or religious grounds. The explanation must include information on how the member may access these services
- Member has the right to Grievance & Appeal process including how to register a grievance with Trusted Health Plan Michigan and the State, how to file a written appeal, & the deadlines for filing an appeal & an expedited appeal
- Member has the right to a Fair Hearing process including that access may occur without first going through Trusted Health Plan Michigan's grievance/appeal process
- Member has the right to know how they can contribute towards their own health by taking responsibility, including appropriate & inappropriate behavior
- Member has the responsibility to understand their health problems & participate in developing mutually agreed-upon treatment goals, to the degree possible
- Member has the responsibility to follow plans & instructions for care that they have agreed to with their practitioners
- Member has the responsibility to supply information (to the extent possible) that the organization & its practitioners & providers need in order to provide care.
- Member has the right to a candid discussion of appropriate or medically necessary treatment options for their condition regardless of cost or benefit coverage
- Member has the right to know how to access hospice services
- Member has the right to know how to choose and change PCPs
- Member has the right to know how to contact Trusted Health Plan Michigan's Member Services & a description on its function
- Member has the right to know how to access out-of-county & out-of-state services
- Member has the right to make, change, & cancel appointments with PCP
- Member has the right to obtain emergency transportation
- Member has the right to obtain non-emergent transportation for covered services

- Member has the right to know how to obtain medically-necessary durable medical equipment (or customized durable medical equipment)
 - Member has the right to obtain oral interpretation services for all languages, not just prevalent languages as defined by the Contract
 - Member has the right to obtain written information in prevalent languages
 - Member has the right to obtain written materials in alternative formats for members with special needs
 - Member has the right to know who to access community-based supports & services in their service area
 - Trusted Health Plan Michigan must provide member with toll-free numbers, including the toll-free number to file a grievance or appeal
 - Member has the right to pregnancy care information that conveys the importance of prenatal care & continuity of care to promote excellent care for mother & infant
 - Member has the right to available substance use disorder services and accessing substance use disorder services
 - Member has the right to vision services, family planning services, & how to access these services
 - Member has the right to well-child care, immunizations, & follow-up services for members under age 21 (EPSDT)
 - Member has the right to know what to do in case of an emergency and instructions for receiving advice on getting care in case of any emergency
 - Member has the right to WIC Supplemental Food & Nutrition Program
 - Member has the right to any other information deemed essential by Trusted Health Plan Michigan and/or the State
 - Member has the right to be free from discrimination on the basis of race, color, national origin, sex, age, economic status or state of health
 - Member has the right to participate in decisions regarding his/her health care
 - Member has the right to make recommendations regarding the organization's member rights & responsibilities policy
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