

KENTUCKY MEDICAID RIGHTS AND RESPONSIBILITIES

Your Kentucky Medicaid Rights

As a Kentucky Medicaid member, you are entitled to the following rights:

- To get good medical care no matter your race, color, religion, sex, age, disability, or nationality
- To be treated with respect and dignity and to have your privacy protected
- To get medical care when you need it
- To ask questions and get answers about your healthcare
- To be told that services are not covered before you get them
- To be part of all decisions about your healthcare
- To ask for a second opinion
- To have your medical records and care kept private (See *HIPAA* section of this handbook for more information about privacy rights)
- To look at copies of your medical records and get copies if you want them
- To file a complaint or ask for a hearing, if you have problems with your eligibility or healthcare

As a Kentucky Medicaid member, you have the following responsibilities:

Your Kentucky Medicaid Responsibilities

- To give the best information you can so that Kentucky Medicaid and your providers can take care of you and your family
- To follow your provider's instructions and care plans
- To call your provider first when you need medical care
- To go to providers who take your Medicaid card
- To show your latest Medicaid card every time you get medical services
- To make sure that you only see Kentucky Medicaid providers

- To keep all appointments and be on time
- To cancel an appointment if you cannot be there on time
- To pay your copays
- To follow the rules of your provider's office or clinic. If you or others do not follow the rules, your provider can ask you to leave.
- To ask your provider questions if you do not understand something about your medical care
- To tell the truth about yourself and your medical problems
- To report suspected fraud and abuse
- To understand your rights and responsibilities as a Kentucky Medicaid member