



MEMBERS' RIGHTS AND RESPONSIBILITIES STATEMENT

Statement of Members Rights

Members have the right to be treated with dignity and respect.

Members have the right to fair treatment, regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.

Members have the right to have their treatment and other member information kept private.

Member treatment records may be released without member permission only if an emergency happens or if required by law.

Members have the right to information from staff/providers in a language they can understand.

Members have the right to have an easy to understand explanation of their condition and treatment.

Members have the right to know about all their treatment choices, regardless of cost or if the service is covered by their insurance.

Members have the right to get information about Magellan's services and role in treatment.

Members have the right to information about providers.

Members have the right to know the clinical guidelines used in providing and/or managing their care.

Members have the right to provide input on Magellan policies and services.

Members have the right to know about the complaint, grievance and appeal process.

Members have the right to know about State and Federal laws that related to their rights and responsibilities.

Members have the right to know of their rights and responsibilities in the treatment process.

Members have the right to share in the formation of their plan of care.

Statement of Members Responsibilities

Members have the responsibility to give providers information they need to deliver the best possible care.

Members have the responsibility to let their provider know when the treatment plan no longer works for them.

Members have the responsibility to follow their medication plan. They should tell their provider about medication changes, including medications given to them by other providers.

Members have the responsibility to treat those giving them care with dignity and respect.

Members should not take actions that could harm the lives of Magellan employees, providers, or other members.

Members have the responsibility to keep their appointments. Members should call their providers as soon as possible if they need to cancel visits.

Members have the responsibility to ask their providers questions about their care. This is so they can understand their care and their role in that care.

Members have the responsibility to let their provider know about problems paying fees.

Members have the responsibility to follow the plans and instructions for their care. The care is to be agreed upon by the member and provider.

Signature of Patient or Patient's Representative
(Patient or Representative must be 18 years or older)

Date