

Member Rights and Responsibilities

As a member of Neighborhood, you have a **RIGHT**:

- To receive information about Neighborhood, its services, providers and members' rights and responsibilities.
- To be treated with respect and dignity and right to privacy.
- To participate with your providers in decision-making about your health care, including the right to refuse treatment.
- To receive member materials in a manner that can easily be understood, including formats that take into consideration members with special needs.
- To include length of stay following childbirth for mothers and newborns.
- To privacy of all records and communications as required by law. (Neighborhood employees follow a strict confidentiality policy regarding all member information.)
- To respectful, personal attention without regard to your race, national origin, gender, gender identity, age, sexual orientation, religious affiliation, or preexisting conditions.
- To an open discussion of appropriate home and community services or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- To get a second medical opinion for medical and surgical concerns.
- To voice complaints or appeals about Neighborhood or the care provided by its providers and/or agencies.
- To make recommendations about Neighborhood's Member Rights and Responsibilities policies.

- To refuse treatment, and if you do, it will not affect your future treatment.
- To receive information on available treatment options and alternatives.
- To be free from any form of coercion, discipline, or retaliation.
- To request and receive a copy of your medical records, and request that they be amended or corrected.
- To be given health care services.
- To exercise your rights, and that the exercise of those rights does not negatively affect the way Neighborhood and its providers treat you.

You have a **RESPONSIBILITY**:

- To report changes such as, address, income, family size, etc. to the State (Healthsource RI or the Department of Human Services) within 10 days of the change.
- To choose a PCP and primary care site. Your PCP will coordinate all of your medical care. You may change your PCP at any time by calling Neighborhood Member Services.
- To have all of your medical care provided by, or arranged by, a provider in the Neighborhood network.
- To carry your Neighborhood member ID and your Rhode Island Medicaid card with you.
- To provide, to the extent possible, information that Neighborhood and its practitioners and providers need to care for you.
- To treat Neighborhood providers, other patients, and Neighborhood representatives with respect.
- To learn about your health problems and help plan treatment you and your provider agree on.

- To follow the plans and instructions for care that you have agreed on with your providers.
- To talk with your PCP about all specialty care. If you need a specialist, your PCP will work with you to make sure you get quality care.
- To call your PCP first for help if you have an urgent medical condition. If an emergency is life threatening, call 911 right away or go to the nearest emergency room.

Call Neighborhood Member Services if you have any questions about your rights and responsibilities.



Advance Directives

When you can no longer make health care decisions for yourself, there are documents that will help make your wishes known. These are called living wills and durable power of attorney.

A living will is a set of instructions. It says what should happen if you become seriously ill and are unable to communicate.

Durable power of attorney lets another person make health care decisions for you. You choose who this person will be. It could be your spouse, a family member, or a friend.

Advance directives explain the treatment you want if you become seriously ill or injured. Advance directives can be written or spoken. Ask your primary care provider about these options. You also can find more information and related forms at the Rhode Island Department of Health website, www.health.ri.gov/lifestages/death/about/endoflifedecisions/.