

# Your rights and duties

## Member rights

You have the right to:

- Be treated with respect and in a dignified way. You have a right to privacy and to have your medical and financial information treated with privacy.
- Ask for and get information (including structure and operation) about BlueCare, its policies, its services, its caregivers, and members' rights and duties.
- Ask for and get information about how BlueCare pays its providers, including any kind of bonus for care based on cost or quality.
- Ask for and get information about your medical records as the federal and state laws say; ask to correct your medical records if they are wrong.
- Get services without being treated in a different way because of race, color, birthplace, language, sex, age, religion or disability. You have a right to file a complaint if you think you have been treated unfairly.
- Get care without fear of physical restraint or seclusion used for bullying, discipline, convenience or revenge.
- Make appeals or complaints about BlueCare or your care. Your member handbook tells you how.
- Make suggestions about your rights and responsibilities or how BlueCare works.
- Choose a primary care provider (PCP) in the BlueCare network. You can turn down care from certain providers.
- Get medically necessary care that

is right for you when you need it. This includes getting emergency services 24 hours a day, seven days a week.

- Be told in an easy-to-understand way about your care and all of the different kinds of treatment that could work for you, no matter what they cost or even if they aren't covered.
- Help to make decisions about your health care.
- Make a living will or advance care plan and be told about advance medical directives.
- Change health plans. See your member handbook for how to change health plans.
- Ask TennCare and BlueCare to look again at any mistake you think they made about your getting on TennCare, keeping your TennCare or getting your health care.
- End your TennCare at any time.
- Exercise any of these rights without changing the way BlueCare or its providers treat you.

## Member duties

As a TennCare and BlueCare member, you also have the duty to:

- Understand the information in your member handbook and other papers that we send you.
- Show your BlueCare ID card whenever you get health care. If you have other insurance, you must show that card, too.
- Go to your PCP for all your medical care unless:
  - » Your PCP sends you to a specialist for care. You must get a referral from your PCP to go to a specialist.
  - » You are pregnant or getting well-woman checkups.
  - » It is an emergency.
- Use providers who are in the

BlueCare provider network. But you can see anyone if it is an emergency. And you can see anyone who has been approved with a referral.

- Let your PCP know when you have had to go to the emergency room within 24 hours of when you got care at the ER.
- Give information to BlueCare and to your health care providers so that they can care for you.
- Follow rules that are in the handbook about your coverage and benefits. You must also follow rules from the people who are giving you health care.
- Help to make the decisions about your health care.
- Work with your PCP so that you understand your health problems. You must also work with your PCP to come up with a treatment plan that you both say will help you.
- Treat your health care provider with respect and dignity.
- Keep health care visits and call the office to cancel if you can't keep your visit.
- Be the only one who uses your BlueCare ID card. Let us know if it is lost or stolen.
- Tell the Department of Health Services of any changes, like a change of name, address or phone number; a change or loss of job; a change in family size; or if you or a family member has or can get other health insurance.
- Pay any copays or premiums you need to pay.
- Let BlueCare know if you have another insurance company that should pay your medical care. The other insurance company could be insurance like auto, home or workers' compensation.