

Medicaid Member Rights

MVP Medicaid members have the following Member Rights:

- To be cared for with respect, without regard for health status, sex, race, color, religion, national origin, age, marital status or sexual orientation.
- To be told where, when and how to get the services they need from MVP Health Care.
- To be told by their Primary Care Physician what is wrong, what can be done for them, and what will likely be the result in language they understand.
- To get a second opinion about their care.
- To give their approval to any treatment or plan for care after that plan has been fully explained.
- To refuse care and be told what the risks of their actions are.
- To get a copy of their medical record and talk about it with their Primary Care Physician. They can ask that their medical record be amended or corrected, if needed.
- To be sure that their medical record is private and will not be shared with anyone except as required by law, contract, or their approval.
- To use MVP Medicaid's complaint process to settle any complaints, or to complain to the NY State Department of Health or the local Department of Social Services any time they feel they were not fairly treated.
- To use the New York State Fair Hearing system.
- To appoint someone (relative, friend, lawyer, etc.) to speak for them if they are unable to speak for themselves about their care and treatment.
- To receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

Medicaid Member Responsibilities

MVP Health Care members have the following Member Responsibilities:

- To work with their Primary Care Physician to guard and improve their health.
- To find out how their health care system works.
- To listen to their Primary Care Physician's advice and ask questions when they are in doubt.
- To call or go back to their Primary Care Physician if they do not get better or ask for a second opinion.
- To treat health care staff with the respect they expect themselves.
- To tell MVP Medicaid Customer Care Center if they have problems with any health care staff.
- To keep their appointments. If they must cancel, call as soon as they can.
- To use the emergency room only for real emergencies.
- To call their Primary Care Physician when they need medical care, even if it is after-hours.

Sources & Other References

NYS DOH Medicaid Managed Care Contract
MVP Medicaid Member Handbook, January 2018