



Member Rights and Responsibilities

Members have rights and responsibilities when participating with a managed care organization (MCO). Our Member Services representatives serve as advocates for AMERIGROUP members. The following lists include rights and responsibilities identified for members. Member rights and responsibilities are also available at www.amerigroupcorp.com or a copy can be sent to you by calling Provider Services at 1-800-454-3730, Monday through Friday between 7 a.m. to 7 p.m.

Members have the right to...

- A copy of the Member Rights and Responsibilities policy upon request.
- Be treated with respect with due consideration for dignity and privacy.
- Privacy during a visit with their doctor.
- Talk about their medical record with their PCP and ask for a summary of that record and to request to amend or correct the record as appropriate.
- Know what benefits and services are included and excluded from coverage.
- Candidly discuss their illness and the available healthcare treatment options for their condition regardless of cost or benefit coverage.
- To participate in the decision-making about the healthcare services they receive.
- Refuse healthcare (to the extent of the law) and understand the consequences of their refusal.
- Be free from any form of restraint, seclusion as a means of coercion, discipline, inconvenience or retaliation as specified in other federal regulations on the use of restraints and seclusion.
- Decide ahead of time the kinds of care they want if they become sick, injured or seriously ill by making a "living will."
- Expect that their records (including medical and personal information) and communications will be treated confidentially.
- If under age 18 and married, pregnant or have a child, be able to make decisions about themselves and/or his or her child's healthcare.
- Choose their PCP from AMERIGROUP's network of providers.
- Voice a complaint or appeal about AMERIGROUP or the care the organization provides and get a response within 10 days.
- Have information about AMERIGROUP, its services, providers and member rights and responsibilities.
- Know AMERIGROUP's process for evaluating new technology for inclusion as a covered benefit.
- Receive information on the Notice of Privacy Practices as required by Health Insurance Portability and Accountability Act (HIPAA).
- Get a current Member Handbook and a Directory of Healthcare Providers within the AMERIGROUP network.
- Choose any AMERIGROUP network specialist after getting a referral from their PCP.

FOR PROVIDER SERVICES, VISIT WWW.AMERIGROUPCORP.COM/PROVIDERS • OR CALL 1-800-454-3730

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- Change their doctor to another AMERIGROUP network doctor if the doctor is unable to refer them to the AMERIGROUP network specialist of their choice.
- Be referred to healthcare providers for ongoing treatment of chronic disabilities.
- Have access to their PCP or a backup 24 hours a day, 365 days a year for urgent or emergency care.
- Get care right away from any hospital when their medical condition meets the definition of an emergency.
- Get post-stabilization services following an emergency condition in some situations.
- Call AMERIGROUP's toll-free Nurse HelpLine 24 hours a day, 7 days a week.
- Call AMERIGROUP's toll-free Member Services staff from 7 a.m. to 7 p.m. Eastern Time Monday through Friday.
- Know what payment methodology AMERIGROUP utilizes with healthcare providers.
- Receive assistance in filing a grievance and or an appeal, and the right to appeal through AMERIGROUP's internal system.
- Make recommendations regarding AMERIGROUP's member rights and responsibilities policy.
- File a grievance appeal if the member is not happy with the results of his or her grievance and receive an acknowledgement within 10 days and a resolution within 30 days.
- Ask AMERIGROUP to reconsider previously denied service. Upon receipt of the member's medical information, AMERIGROUP will review the request.
- Freely exercise the right to file a grievance or an appeal such that exercising of these rights will not adversely affect the way the member is treated.
- Receive notification to present supporting documentation for their grievance.
- Examine files before, during and after their grievance.
- Request a State Administrative Law Hearing when dissatisfied with AMERIGROUP's decision.
- Continue to receive benefits pending the outcome of grievance decision or State Administrative Law Hearing.
- Only be responsible for cost-sharing in accordance with 42 CFR 447.50 - 42 CFR 447.60 and Georgia Medicaid provisions.
- Discuss any issues regarding medical management issues or concerns by calling Member Services at 1-800-600-4441.

Members have the responsibility to...

- Treat their doctors, their doctors' staff and AMERIGROUP employees with respect and dignity.
- Not be disruptive in the doctor's office.
- Respect the rights and property of all providers.
- Cooperate with people providing their healthcare.
- Tell their PCP about their symptoms and problems and ask questions.
- Get information and consider treatments before they are performed.
- Discuss anticipated problems with following their doctor's directions.
- Consider the outcome of refusing treatment recommended by a doctor.
- Help their doctor obtain medical records from the member's previous doctor and help their doctor complete new medical records as necessary.
- Respect the privacy of other people waiting in doctors' offices.
- Get referrals from their PCP before going to another healthcare provider unless they have a medical emergency.

- Call AMERIGROUP and change their PCP before seeing a new PCP.
- Make and keep appointments and be on time. Members should always call if they need to cancel an appointment, change appointment time or if they will be late.
- Discuss complaints, concerns, and opinions in an appropriate and courteous way.
- Tell their doctor who they want to receive their health information.
- Obtain medical services from their PCP.
- Learn and follow the AMERIGROUP policies outlined in the Member Handbook.
- Read the Member Handbook to understand how AMERIGROUP works.
- Notify AMERIGROUP if a member or family member who is enrolled in AMERIGROUP has died.
- Give AMERIGROUP proper identification when the member enrolls.
- Understand and become involved in their healthcare and cooperate with their doctor about recommended treatment.
- Know the correct way to take their medications.
- Carry their AMERIGROUP ID card at all times and report any lost or stolen cards to AMERIGROUP quickly. Members should contact AMERIGROUP if information on the ID card is wrong, or if there are changes to their name, address, or marital status.
- Carry their Medicaid or PeachCare for Kids ID card at all times.
- Show their ID cards to each provider.
- Tell AMERIGROUP about any doctors they are currently seeing.
- Provide true and complete information about their circumstances.
- Report change in their circumstances.
- Notify his or her PCP as soon as possible after they receive emergency services.
- Go to the emergency room when they have an emergency.
- Report suspected fraud and abuse.
- Give information that AMERIGROUP, providers and practitioners need in order to render care.
- Follow agreed upon treatment plans and instructions for care.