FLORIDA COMPLETE CARE

Your rights and responsibilities

Our plan must honor your rights as a member of the plan.

As a plan member, you have certain rights and protections as it relates to your health care. The following are the rights and protections for everyone with Medicare:

- Be treated with dignity and respect at all times.
- Be protected from discrimination. Every company or agency that works with Medicare must obey the law. They can't treat you differently because of your race, color, national origin, disability, age, religion, or sex.
- Have your personal and health information kept private (HIPPA).
- Get information in a way you that works for you,
    - We must provide information in a way that works for you (in languages other than English, in braille, in large print, or other alternate formats, etc.).
- Get information in a way you understand from Florida Complete Care, Medicare, health care providers, and, under certain circumstances, contractors.
- Get understandable information about Florida Complete Care or Medicare to help you make healthcare decisions, including:
    - What's covered.
    - What Medicare pays.
    - How much you have to pay.
    - What to do if you want to file a complaint or appeal.
    - Have your questions about Florida Complete Care or Medicare answered.
    - Have access to doctors, specialists, and hospitals.
    - Learn about your treatment choices in clear language that you can understand and participate in treatment decisions
- We must ensure that you get timely access to your covered services and drugs.
    - This includes the right to get timely services from specialists when you need that care.
- You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.
- Participate with the practitioners in making decision about your health care.
- Have discussions about treatment options for conditions, regardless of cost or coverage
- Get health care services in a language you understand and in a culturally sensitive way.
- Get Medicare-covered services in an emergency.
- Get a decision about health care payment, coverage of services, or prescription drug coverage.
- When a claim is filed, you will get a notice letting you know what will and won't be covered.
- If you disagree with a decision about your claims or services, you have the right to appeal.

- File complaints (sometimes called "grievances"), including complaints about the quality of your care.
- Have the right to make recommendations regarding Florida's Complete Care Member Rights and Responsibilities.

In addition to the protections described above, every member of Florida Complete Care has the following protections:

- Choose health care providers within the Florida Complete Care Network, so you can get the health care you need.
- Get a treatment plan from your doctor.
- If you have a complex or serious medical condition, a treatment plan lets you directly see a specialist within the Florida Complete Care network as many times as you and your doctor think you need.
- Women have the right to go directly to a women's health care specialist without a referral within the Florida Complete Care network for routine and preventive health care services.
- When you ask Florida Complete Care health plan how it pays its doctors, Florida Compete Care must let you know
    - Medicare does not allow Florida Complete Care to pay doctors in a way that could interfere with you getting the care you need.
- Request an appeal to resolve differences with Florida Complete Care.
- File a complaint (called a "grievance") about other concerns or problems with Florida Complete Care.
- Get a coverage decision or coverage information from Florida Complete Care before getting services.
- Request materials and/or assistance in language and formats other than written English, such as Braille, Audio or Sign language, if necessary.
- Anticipate that Florida Complete Care will provide its Notice of Privacy Practices without your request.

Member Responsibilities

Members have a responsibility to:

1. Notify the Company (Florida Complete Care) and health care providers of any changes that may affect his/her participation, health care needs or benefits. Some examples include, but are not limited to, the following:
    a. Change of address or phone number;
    b. Other health insurance;
    c. Special medical condition;

   d. Change in PCP;
   e. Relocation to another county or state.
2. Ensure his/her benefits are up to date and do not expire.
3. Ensure that all information is up to date.
4. Cooperate with the Company (Florida Complete Care) and health care providers and follow guidelines given to him/her about the Company (Florida Complete Care).
5. Follow the health care provider's instructions about his/her care. This includes:
   a. Making appointments with the health care provider
   b. Canceling appointments when he/she cannot make the appointment; and
   c. Contacting the Company (Florida Complete Care) when he/she has questions.
6. Treat health care providers and staff with respect and dignity.
7. Discuss and agree upon goals for treatment with the health care provider to the degree he/she is able to do so.
8. Communicate with his/her health care provider to understand his/her health problems to the degree he/she is able to do so.

ATENCIÓN: Si usted habla español, están disponibles para usted, y sin cargo, servicios de asistencia lingüística. Llame al 1-833-FC2-PLAN (1-833-322-7526), TTY/TTD 711, de 8 a.m. a 8 p.m., los siete días a la semana (excepto Acción de Gracias y Navidad) desde el 1 de octubre hasta el 31 de marzo y de 8 a.m. a 8 p.m., de lunes a viernes (excepto feriados) desde el 1 de abril hasta el 30 de septiembre.