



MEMBERS' BILL OF RIGHTS

You have the right to receive information about the basic features of the **SOUTH CAROLINA SOLUTIONS** program before you join.

These are your rights as a member of **SOUTH CAROLINA SOLUTIONS**:

- ◆ To be treated with respect and dignity at all times
- ◆ To have your privacy protected.
- ◆ To take part in decisions about your health care.
- ◆ To refuse treatment.
- ◆ Restraint or seclusion will not be used as a way to force or punish you or for the convenience of any provider.
- ◆ To ask for and get a copy of your medical records.
- ◆ To ask that they be changed or corrected if you find a mistake.
- ◆ To receive health care services that are easy to get and do what they are supposed to do.
- ◆ To receive services that are right for you.
- ◆ To not be denied services just because of diagnosis, type of illness, or medical condition.
- ◆ To get information in a way that you can easily understand.
- ◆ To get help from both SCDHHS and your doctor in understanding your health plan.
- ◆ To get oral interpretation services free of charge if you don't speak English.
- ◆ To be told that oral interpretation is available and how to get those services.
- ◆ To get information on the program's services, to include, but not limited to:
 - ✓ Benefits and how to get them.
 - ✓ Authorization requirements.
 - ✓ Any co-pays.
 - ✓ Service area.
 - ✓ Information on doctors that speak a language other than English.
 - ✓ Any limits on your freedom to choose a doctor.
 - ✓ Doctors not taking new patients.
 - ✓ Benefits not offered and how to get them.
- ◆ To get a copy of your disenrollment rights at least once a year.
- ◆ To be told about any big changes in your Benefits.
- ◆ To get information on the Grievance, Appeal and Fair Hearing procedures.
- ◆ To get information on emergency and after-hours coverage, to include, but not limited to:
 - ✓ What emergency medical condition, emergency services, and post-stabilization services are.
 - ✓ That Emergency Services do not need prior authorization.
 - ✓ How to get Emergency services.
 - ✓ Where to go for emergency services.
 - ✓ Your right to use any hospital or other setting for emergency care.
 - ✓ Post-stabilization care services rules.
- ◆ To get the **SOUTH CAROLINA SOLUTIONS** policy on referrals for services not provided by your doctor.
- ◆ To exercise these rights without fear of being treated differently.