

Your Rights

Denver Health Medicaid Choice (DHMC) provides access to medical care for all its members. We do not discriminate based on your religion, race, national origin, color, ancestry, handicap, sex, sexual choice, or age.

Medical care is based on science. We give care through a partnership that includes your doctor, DHMC, other health care staff, and you – our member. DHMC is committed to partnering with you and your doctor. We will:

- Treat you and your family with dignity and respect.
- Look after your personal privacy. Keep your medical records private as required by law.
- Give you a clear explanation of your medical condition. You have a right to be part of all your treatment choices. If you understand the choices, you can better decide if you want a certain treatment.
- Give you facts about DHMC, its services, and doctors.

ALSO, YOU have the right to:

- Change your doctor by calling the DHMC customer service department
- Timely access to covered services
- Appeal any decisions we make about your health care. You can also complain about personal treatment you get
- Get copies of your medical records or limit access to these records, according to state and federal law
- Change your medical records that we keep
- Get facts about your doctor
- Ask for facts about the DHMC organization and operations
- Say no to care from any doctor
- Ask for a second doctor to review your case, at no cost to you.
- Make complaints about DHMC, its services, doctors, and rules
- Get timely answers to your complaints or appeals

- Take part in member satisfaction surveys
- Make an advance directive
- Get help from the Colorado Health Care Policy and Finance (HCPF) office about covered services, benefits, or complaints
- Get complete benefit information. This includes how to get services during normal hours, emergency care, after-hours care, out-of-area care, exclusions (things that are not covered by an insurance plan), and limits on covered services
- Ask for facts about our doctor incentive plan.
- Be told about changes to your benefits and doctors.
- Be told how to choose a different health plan.
- Health care that makes you comfortable based on your culture.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation. This means that your doctor cannot restrain or seclude you because it is the easiest thing to do. The doctor cannot make you do something that you do not want to do. The doctor cannot try to get back at you for something that you may have done.
- When you exercise these rights, you will not be treated differently.
- Give input on DHMC member rights and duties.
- Take part in all treatment decisions that affect your care.
- To join DHMC's consumer advisory committee.

Your Responsibilities

YOU are responsible for:

- Selecting a PCP or Primary Care Clinic
- Following all of the requirements in the member handbook
- Getting a referral from your PCP for specialty care

- Following all of the instructions for grievances and appeals
- Calling us when you want to change your PCP
- Paying for the care you get if you do not get a referral for emergency or urgent care
- Paying for the care you get if the care is not covered under Medicaid
- Treating your doctor and their staff with dignity and respect.
- Understanding your health problems to the best of your skill and working with your doctor to make treatment goals that you can both agree on.
- Telling your doctor what you know about your illness and any recent changes in your health.
- Telling your doctor if you do not understand your care plan or what is expected of you.
- Following the plans and instructions for care that you have agreed upon with your doctor.
- Keeping scheduled doctor visits.
- Telling your doctor 24 hours in advance of your appointment if you need to cancel.
- Telling us about other health insurance that you have.

If you have a question or need help, please call 720-956-2116 or toll-free 1-800-700-8140.