



Member Rights and Responsibilities
Medicaid Fraud and Abuse
Advance Directives

Rights and Responsibilities

- All members of the Alliance Health Plan have a number of rights and responsibilities

Member Rights

- The right to receive information about Alliance presented in a manner appropriate to your ability to understand
- The right to be treated with respect
- The right to participate in making decisions regarding health care
- The right to a candid discussion on appropriate or medically-necessary treatment

Member Rights

- The right to voice complaints
- The right of individuals living in adult care homes to report any suspected rights violation
- The right to make recommendations regarding member rights and responsibilities
- The right to be free from any form of restraint or seclusion
- The right to refuse treatment

Member Rights

- The right to request and receive your medical record
- The right to write a statement to be placed in your file if you disagree with what is written in your medical records
- The right to a second opinion
- The right to participate in the development of a written person-centered treatment plan
- The right to take part in the development and periodic review of your treatment plan

Member Rights

- The right to freedom of speech and freedom of religious expression
- The right to equal employment and educational opportunities
- The right to treatment in the most natural, age-appropriate and least restrictive environment possible
- The right to ask questions about your care

Member Rights

- Minors have the right to agree to treatment of the following without the consent of a parent or guardian
 - Venereal diseases
 - Pregnancy
 - Abuse of controlled substances or alcohol
 - Emotional disturbances

Appeals and Grievances

- The right to appeal Medicaid decisions to reduce or deny services
 - Reconsideration
 - Mediation
 - Office of Administrative Hearings (OAH)
- The right to file a grievance or complaint
 - Against MCO staff
 - Against a provider

Member Responsibilities

- Supplying necessary information
- Following the plans and instructions for your care
- Understanding your health problems and participating in developing treatment goals
- Telling the doctor or nurse about any changes in your health
- Asking questions about your care

Member Responsibilities

- Inviting people to be included in your treatment planning
- Respecting the rights and property of other members and of program staff
- Respecting other members' needs for privacy
- Working on the goals of your Person-Centered Plan
- Keeping your scheduled appointments

Member Responsibilities

- Canceling your appointment at least 24 hours in advance if unable to keep it
- Meeting financial obligations according to your established agreement
- Informing staff of any contagious medical condition you have
- Taking medications as prescribed and telling your doctor if they are not working

Medicaid Fraud and Abuse

- An individual does not report all income when applying for Medicaid
- An individual does not report other insurance when applying for Medicaid
- A non-Medicaid recipient uses a Medicaid recipient's card with or without the recipient's permission
- A provider's credentials are not accurate

Medicaid Fraud and Abuse

- A provider bills for services that were not rendered
- A provider performs and bills for services not medically necessary

Reporting Fraud and Abuse

- Alliance Fraud and Abuse Line
(855) 727-6721 (you may remain anonymous)
- DHHS Customer Service Center
(800) 662-7030
- Medicaid Fraud, Waste and Program Abuse Tip Line
(877) 362-8471

Reporting Fraud and Abuse

- Health Care Financing Administration
Office of Inspector General's Fraud Line
(800) 447-8477
- State Auditor's Waste Line
(800) 730-8477
- Submit a confidential online complaint form
www.ncdhhs.gov/dma/fraud/fraud.aspx
- Contact your county DSS office

Advance Directives

- In case you are unable to make decisions about your care during a crisis
- Advance Directives are legal documents
 - Psychiatric Advance Directives
(Advance Directive for Mental Health Care)
 - Healthcare Power of Attorney
 - Living Will

Advance Directives

- Two qualified people must witness
- Health Care Power of Attorney and Living Will must be notarized
- Keep a copy in a safe place
 - Give copies to family, your treatment team, your doctor and the hospital where you are likely to receive treatment
- Directives stay active until you cancel them

Psychiatric Advance Directive

- Instructions for mental health treatment you want if you are in a crisis and unable to make decisions for yourself
 - What you think helps calm you
 - How you feel about seclusion or electric shock treatments
 - What medicines you do not want to take
 - Which doctor you want to be in charge of your treatment

Healthcare Power of Attorney

- Allows you to designate someone who can make decisions for you if you are unable to make your own choices about treatment

Living Will

- A document that tells others that you want to die a natural death if you are incurably sick and cannot receive nutrition or breathe on your own