

Member Rights and Responsibilities



You have the right to get information in a way that meets your needs.

We must tell you about the PIHP benefits and your rights in a way that you can understand. We must tell you about your rights each year that you are in our plan. Members have a right to make recommendations to SWMBH's Members' Rights and Responsibilities policy.

**Southwest Michigan Behavioral Health
Member Services Line
1-800-676-5814**

September, 2017

Member Rights

- ◇ You have the right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- ◇ You have the right to be treated with respect, to have your dignity recognized and a right to your privacy
- ◇ You have the right to participate with practitioners in making decisions about your health care
- ◇ You have the right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- ◇ You have the right to voice complaints or appeals about the organization or the care it providers
- ◇ You have the right to make recommendations regarding the organization's member rights and responsibilities policy

Member Responsibilities

- ◇ You have the responsibility to supply information that the organization and its practitioners and providers need in order to provide care
- ◇ You have the responsibility to follow plans and instructions for care that you have agreed to with your practitioner
- ◇ You have the responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals

Contact SWMBH if you have questions or concerns

- ◇ If you have further questions or want a more comprehensive look at SWMBH's policy, please contact Member Services to request Policy 13.12: MI Health Link Enrollee Rights and Responsibilities. To get information in a way that you can understand, call Member Services at **1-800-676-5814**. If you are a person who is deaf or hard of hearing, you can utilize the Michigan Relay Center (MRC) to reach Aetna, Meridian, SWMBH, or a service provider
- ◇ If you do not speak English, if English is not your primary language, or if you need any other language accommodations with materials or information provided to you, contact the Member Services office at **1-800-676-5814** so that arrangements can be made for an interpreter or assistance can be arranged for you. Language interpreters are available at no cost to you.
- ◇ If you are having trouble getting information from the PHIP because of language problems or a disability and you want to file a complaint, call Medicare at **1-800-MEDICARE (1-800-633-4227)**. You can call 24 hours a day, seven days a week. TTY users should call **1-877-486-2048**. You may also file a complaint with Michigan Medicaid.

Southwest Michigan Behavioral Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

"**ATENCIÓN:** Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-800-890-3712 (TTY: 711)."

"**التعليق:** إن كنت تتحدث العربية، فتوجد خدمات مساعدة لغوية، مجانية، ومتاحة لك. اتصل بـ 1-800-890-3712 (رسالة مبرقة: 711)."