

Next Generation My Care Members' Rights

As a Next Generation MyCare Ohio member, you have the following rights. If you have questions about your rights or need assistance, please first contact your care coordinator or your plan member hotline.

DIGNITY & RESPECT

1. Be treated with respect, dignity, and courtesy by all plan staff and providers.
2. Be free from any form of discrimination based on race, color, national origin, sex, age, disability, religion, or any other protected characteristic.
3. Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.

ACCESS TO INFORMATION

1. Receive information about the plan, its services, providers, and your rights and responsibilities in a language and format you can understand, including alternative formats for individuals with disabilities or limited English proficiency.
2. Be informed of your diagnosis, treatment options, and prognosis in terms you can understand so you can make informed decisions about your care.
3. Be informed of any changes to your benefits, covered services, or providers in a timely manner.
4. Receive information about advance directives and have your advance directive honored in accordance with Ohio law.

CARE & SERVICES

1. Choose a primary care provider (PCP) from the plan's network, including the right to request a change of provider.
2. Access covered Medicaid and Medicare services, including physical health, behavioral health, and long-term services and supports (LTSS).
3. Receive medically necessary covered services in a timely manner.
4. Receive emergency services without prior authorization, 24 hours a day, 7 days a week.
5. Request and receive a second medical opinion.
6. Refuse treatment or services and be informed of the consequences of doing so.
7. Receive transition of care support when changing providers or plans to ensure continuity of services.

CARE PLANNING & SELF-DIRECTION

1. Receive care coordination and have an assigned care coordinator to help navigate services.
2. Participate in the development of your person-centered care plan and have your preferences, goals, and needs reflected in that plan.
3. Choose to live in the least restrictive, most integrated setting appropriate to your needs.
4. Self-direct your services and supports to the extent permitted under the program.

5. Have an advocate, family member, or representative present during care planning meetings and appointments.

PRIVACY & RECORDS

1. Privacy and confidentiality of your personal health information in accordance with HIPAA and applicable state law.
2. Access and request amendments to your medical records.

GRIEVANCES, APPEALS & DISENROLLMENT

1. File a grievance or complaint about the plan, a provider, or the quality of care received, without fear of retaliation.
2. Request an appeal if a service is denied, reduced, or terminated, and to continue receiving services during the appeals process when applicable.
3. Request a State Hearing through the Ohio Department of Medicaid if you are dissatisfied with the plan's appeal decision.
4. Disenroll from the plan and select a different managed care plan, as permitted under program rules.

Note: These rights are governed by the Ohio Department of Medicaid's Next Generation MyCare Ohio program. For more information, refer to your Member Handbook or contact your care coordinator. Rights are subject to applicable state and federal law, including Ohio Administrative Code Chapter 5160-58.



For additional help with rights related issues, contact your local ombudsman at:

330-364-3465
800-967-0615

ombforms@dhad.org