

MHM Health Partnered IPA Member Rights and Resources

Respectful and courteous treatment

You have the right to be treated with respect, dignity and courtesy from your health plan's providers and staff. You have the right to be free from retaliation or force of any kind when making decisions about your care.

Privacy and confidentiality

You have the right to have a private relationship with your provider and to have your medical record kept confidential. You also have the right to receive a copy of and request corrections to your medical record. If you are a minor, you have the right to certain services that do not need your parent's okay.

Choice and involvement in your care

You have the right to receive information about your health plan, its services, its doctors and other providers. You have the right to choose your Primary Care Physician (doctor) from the doctors and clinics listed in your health plan's provider directory. You also have the right to get appointments within a reasonable amount of time. You have the right to talk with your doctor about any care your doctor provides or recommends, discuss all treatment options, and participate in making decisions about your care. You have the right to a second opinion. You have the right to talk candidly to your doctor about appropriate or medically necessary treatment options for your condition, regardless of the cost or what your benefits are. You have a right to information about treatment regardless of the cost or what your benefits are. You have the right to say "no" to treatment. You have the right to decide in advance how you want to be cared for in case you have a life-threatening illness or injury.

Voice your concerns

You have the right to complain about A's and IPA providers or the care you get without fear of losing your benefits and access to care. MHM Health Partner IPA will help you with the process. If you don't agree with a decision, you have the right to appeal, which is to ask for a review of the decision. You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan's provider network

You have the right to receive emergency or urgent services as well as family planning and sexually transmitted disease services outside of your health plan's network. You have the right to receive emergency treatment whenever and wherever you need it.

Service and information in your language

You have the right to request an interpreter at no charge and not use a family member or a friend to translate for you. You have the right to get the Member Handbook and other information in another language or format.

Know your rights

You have the right to receive information about your rights and responsibilities. You have the right to make recommendations about these rights and responsibilities.

See essential member public and regulatory resources (below)

MHM Health Partner IPA Key Member Public Resource Links



State of California
Office of the Patient Advocate

The Office of the Patient Advocate rates health plans and medical groups using health care performance measures based on quality of medical care and patient experience. This website provides information to help consumers compare health plans and medical groups, track consumer complaints and identify patient rights and health care resources.

www.opa.ca.gov

www.opa.ca.gov/knowyourrights

www.opa.ca.gov/WhatisaMedicalGroup

California Department of Health Care Services - DHCS



DHCS oversees comprehensive health care, including mental health and drug treatment programs, for about 13 million Californians—nearly one-third of the state's population. Our largest program is Medi-Cal, the backbone of California's health-care safety net.

www.dhcs.ca.gov

www.dhcs.ca.gov/lawsandregulations

www.dhcs.ca.gov/services

www.dhcs.ca.gov/formsandpubs



Americas Physician Groups

