

APPENDIX M Family Rights and Responsibilities

Your CSHCS Rights and Responsibilities

It is important that you know your rights and responsibilities. In CSHCS, you have the right to:

- Receive quality health care
- Be treated with respect
- Choose your specialist
- Be seen by a medical specialist who will arrange the care you need
- Get all the facts from your specialist about the CSHCS-eligible diagnosis and treatment
- Say “no” to any medical treatment
- Tell the specialist how to treat you or your child if you become too ill to decide for yourself
- Get a second opinion from a specialist
- Be told what services CSHCS covers
- Know the names and backgrounds of your health care providers
- Get help with any special disability needs you may have
- Get help with any special language needs you may have
- Have your medical records kept confidential
- Get a copy of your medical records
- Voice your concern about the service or care you receive
- Be told in writing when and why benefits are being reduced or stopped
- Contact the Michigan Department of Community Health with any questions or complaints
- Appeal any denial or reduction of CSHCS eligibility or service

Your Responsibilities:

- Show your mihealth card and *Client Eligibility Notice* (CEN) to all providers **before** receiving services
- Call your local CSHCS office **before** your appointment when you need help to cover medical travel expenses
- Never let anyone who is not covered use your CSHCS coverage
- Choose a specialist; then contact and build a relationship with the provider you have chosen
- Follow your provider’s medical advice
- Keep your scheduled appointments
- Provide complete information about past medical history
- Provide complete information about current medical problems
- Update medical and financial information as CSHCS requires
- Ask questions about the care
- Respect the rights of other patients and health care employees
- Use emergency room services only when you believe an injury or illness could result in lasting injury or death
- Notify a CSHCS representative in your local health department if emergency room treatment related to the CSHCS-eligible diagnosis is given
- Make prompt payment for services not covered by CSHCS

- Report changes that may affect your coverage to a CSHCS representative in your local health department. This could be an address change, birth of a child, death, marriage, divorce or change in insurance coverage
- Promptly apply for Medicaid, Medicare, or other insurance when you are eligible
- Report Medicare, Medicaid, or other insurance benefits you have

Complaints and Appeals

If you have complaints or concerns with your CSHCS health care or your CSHCS provider, there are things you can do:

1. Call the Family Phone Line. CSHCS tries to solve problems before an appeal.
2. Call or write the Michigan Department of Community Health (MDCH) about your complaint:
Michigan Department of Community Health
Administrative, Tribunal and Appeals Division
PO Box 30763
Lansing MI 48909-7695
1-877-833-0870

Appealing an Action if CSHCS Denies Coverage or Services:

You can appeal a negative action, such as CSHCS not paying a bill or not approving a service. Complete the form you received when you were notified of the decision. Your request must explain the problem in writing. Mail the form to:

Michigan Department of Community Health
Administrative Tribunal and Appeals Division
PO Box 30763
Lansing, Michigan 48909-7695

If you have questions, call the CSHCS Family Phone Line at 1-800-359-3722, 8 a.m. to 5 p.m., Monday through Friday.