

MEMBER RIGHTS AND RESPONSIBILITIES

Your rights

As a member of Healthfirst NJ, you have:

- The right to be treated with fairness, respect and recognition of your dignity and right to privacy at all times
- The right to treatment without discrimination as to race, color, religion, sex, age, marital status or national origin.
- The right to be told where, when and how to get the services needed from Healthfirst NJ.
- The right to the privacy of medical records and personal health information.
- The right to be afforded a choice of primary care physicians and specialists within the plan network.
- The right to refuse treatment and be informed of the consequences of such refusal.
- The right to have access to their medical records in accordance with applicable Federal and State laws and to discuss it with their PCP or specialist.
- The right to request a copy of personal health information maintained by Healthfirst NJ and to receive an accounting of certain disclosures of personal health information made.
- The right to obtain a current directory of providers.
- The right to be fully informed by your PCP, Care Manager or other health care provider regarding your health, treatment choices and to participate in decisions about their health care. The PCP, Care Manager or other health care provider must explain things in a way that you understand including benefits and risks of all treatments in order to promote functional ability to the optimal level and to encourage independence.
- The right to a second opinion about your care.
- The right to refuse any recommended medical treatment or care including life sustaining treatment.
- The right to a free medical screening exam in the emergency room to determine if an emergency exists.
- The right to call 911 for emergency without prior authorization.
- The right to be free from harm, including unnecessary physical restraints or isolation, excessive medication, physical or mental abuse or neglect.
- The right to be free of hazardous procedures
- The right to receive information on available treatment options or alternative courses of care.

**1-888-G04-HFNJ (1-888-464-4365) for English or Español
English TTY 1-800-852-7897; Spanish TTY 1-866-658-7714**

- The right to have services provided that promote a meaningful quality of life and autonomy for members, independent living in members' homes and other community settings as long as medically and socially feasible, and preservation and support of members' natural support systems.
- The right to use Advance Directives. Advance Directives are documents, which state members' decisions about medical treatment if you are either permanently or temporarily unable to make these decisions or choices for yourself. Any changes to state law concerning Advanced Directives will be sent to you no later than 90 days after the effective date of the change by Healthfirst NJ.
- The right to appoint a Health Care Proxy, who is someone who you can trust to make health care decisions on their behalf. The Health Care Proxy uses Advance Directives as a guideline to implement your wishes.
- The right to file a grievance and appeal grievance decisions made by Healthfirst NJ.
- The right for you or, where applicable, an authorized person on your behalf to offer suggestions for changes in Healthfirst policies and procedures.
- The right to voice complaints about concerns or problems members are having related to coverage or care and recommended changes in policies and services with Healthfirst NJ or with the Division of Medical Assistance and Health Services, or the Department of Banking and Insurance and to receive an answer in a reasonable amount of time.
- The right to information about health care coverage and costs.
- The right to information about Healthfirst NJ its services, providers and members rights and responsibilities, including information about Healthfirst NJ financial condition and provider qualifications.
- The right to receive communication in the language understood by the member, or provided a translator if needed.
- To be free from balance billing.
- The right to participate in decision-making regarding your health care
- The right to adequate and timely information related to physician incentives
- The right to terminate enrollment.

Treatment and Rights of Minors

If you are a minor (under age 19), you have the right to approve your own health care in certain situations, for example, if you are pregnant.

In the case of an emergency where a minor's condition requires prompt attention for the preservation of life and limb, such attention should be given immediately regardless of whether the consent has been received.

Minors are informed of their rights as a part of the Grievance and Action Appeals process.

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If you have questions about your rights, call the Member Services Department at **1-888-G04-HFNJ (1-888-464-4365)** or TTY users call **1-800-852-7897**.

Your Responsibilities

As a member of Healthfirst NJ, you agree to:

- Work with your PCP to guard and improve your health
- Find out how your health care system works
- Listen to your PCP's advice and ask questions when you are in doubt
- Call or go back to your PCP if you do not get better, or ask for a second opinion
- Treat all Healthfirst NJ staff with the respect that you expect yourself
- Tell us if you have problems with any health care staff by calling the Member Services Department
- Keep your appointments. If you must cancel your appointments, call the provider's office as soon as you can.
- Use the emergency room only for real emergencies
- Call your PCP when you need medical care, even if it is after-hours
- Provide your doctors, hospitals and other medical professionals, information they may need in order to render care to you.