

## 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.