



As a Member of MediExcel Health Plan, you have important rights and responsibilities.

*From the State of California
California Department of Managed Health Care*

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **(619) 365-4346** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **(1-888-466-2219)** and a TDD line **(1-877-688-9891)** for the hearing and speech impaired. The department's internet website www.dmhc.ca.gov has complaint forms, IMR application forms and instructions online.

Please note that grievances involving rescissions, cancellations and nonrenewal grievances are treated as expedited grievances and the enrollee does not need to submit a grievance first to the health plan. **If you believe your health coverage has been, or will be improperly cancelled, rescinded, or not renewed, you may also call the Department for assistance.**

You have the right to know:

- Know your rights and responsibilities
- Know about our organization, services, doctors, and specialists
- Be informed when your doctor is no longer contracted with MediExcel Health Plan
- Know about all our other care providers
- Be able to see your medical records and follow the applicable laws that apply
- Have an honest talk with your doctor about all treatment choices for your condition, regardless of cost or benefit coverage

You have the right to:

- Always be treated with respect and recognition of your dignity
- Have your privacy kept safe by everyone in our health plan
- Know that we keep all your information private
- You have the right to be in charge of your health care
- Choose your primary care doctor
- Say no to care from your primary care doctor or other caregivers
- Be able to make choices about your health care
- Make a living will, also called an advance directive
- Voice complaints or appeals about MediExcel Health Plan or the care it offers



- File a grievance if you do not receive services in the language you request

You have the right to receive the following range of services:

- Family planning
- Preventive healthcare
- Minor consent services
- Treatment for sexually transmitted diseases (STDs)
- Emergency care outside of our network
- A second opinion
- Interpreter services at no cost, including services for the hearing-impaired
- Information materials in other formats upon request, such as larger size font

You have the right to suggest changes to our health plan:

- Tell us what you do not like about our health plan
- Tell us what you do not like about the health care you receive
- Question our decisions about your health care
- Tell us what you do not like about our rights and responsibilities policy
- Ask the Department of Managed Health Care for an Independent Medical Review
- Choose to leave our health plan

We hope you will work with your doctors as partners in your health care.

You have important responsibilities for your health care:

- Share with your doctor what he or she needs to know to treat you
- Learn as much as you can about your health, and work with your doctors to agree on your treatment goals
- Follow the treatment plans to which you and your doctors agree
- Follow what the doctor tells you to do to take good care of yourself
- Follow habits that keep you from getting sick
- Bring your ID card with you when you visit your doctor
- Treat your doctors and other caregivers with respect
- Use the emergency room for emergencies only. Your doctor will provide you most of the medical care that you need
- Report healthcare fraud

We want you to understand your health plan:

- Know and follow the rules of your health plan
- Know that laws guide our health plan and the services you receive
- Know that we cannot treat you differently because of age, sex, race, national origin, culture, language needs, sexual orientation, and/or health