

Your Rights

- To get good medical care no matter what race, color, religion, sex, age, or nationality you are
- To be treated with respect and dignity and to have your privacy protected
- To have a choice about your primary care physician (PCP) and be able to change your PCP within the rules
- To get medical care when you need it
- To ask questions and get answers about your health care
- To be told that services are not covered before you get them
- To be part of all decisions about your health care
- To ask for a second opinion
- To have your medical records and care kept private
- To look at copies of your medical records and get copies if you want them
- To get medical services without problems
- To complain or ask for a hearing if you have problems with your health care
- To get information in different ways or other languages if you need to

Your Responsibilities

- To give the best information you can so that KY Medicaid and your providers can take care of you and your family
- To follow your PCP's instructions and care plans when you have agreed to do that
- To call your PCP first when you need medical care
- To go to providers that take your medical card
- To show your latest medical card every time you get medical services
- To make sure that you only see KY Medicaid providers
- To show up for all appointments and to be on time
- To cancel an appointment if you can't get there
- To pay your co-pays
- To follow the rules of your PCP's office or clinic
- To ask your PCP questions if you don't understand something about your medical care
- To be polite to everyone who treats you, including office staff and workers
- To tell the truth about yourself and your medical problems
- To report suspected fraud and abuse
- To understand your rights and responsibilities as a KY Medicaid member

If you have any questions about your rights or responsibilities, please call (800) 635-5270.