

# Your Rights

**As a member of UnitedHealthcare, you have certain rights concerning health care. Regardless of your illness or medical treatment, you cannot be refused treatment. A PCP may refer you to a specialist for treatment if he or she cannot provide the treatment you need.**

**Although you do not have to tell your doctor about any illnesses that you may have, the doctor may not be able to help you unless he or she knows about the illnesses.**

1. To be treated with respect, dignity and privacy by UnitedHealthcare and its providers.
2. To be told about any illness you have.
3. To be told of any care or treatment that your PCP feels should be done before anything is done, even if UnitedHealthcare does not cover it. This includes the right to get accurate, easy to understand information to help you make good choices about your treatment.
4. To refuse treatment as far as the law allows and to know what the outcome may be.
5. To expect your doctors to keep your records and anything you say private. No information will be released to anyone without your consent, unless required by law.
6. To request a current directory of providers in the UnitedHealthcare network to choose your own PCP.
7. To get needed medical services within a reasonable length of time.
8. If you have a baby, you have the right to stay in the hospital for at least 48 hours after the delivery if it is a normal vaginal delivery. If you have a Caesarian section, you may stay in the hospital at least 96 hours after your baby is born.
9. To make a complaint to UnitedHealthcare and to get a reply in a timely manner.
10. To be informed of UnitedHealthcare rules and any changes that are made.
11. To make suggestions regarding UnitedHealthcare policies and procedures.
12. To talk about your medical records with your PCP and to get a complete copy of those records.
13. To be informed of all Medicaid benefits you are eligible for and of all medical services available to you by UnitedHealthcare.
14. To ask for a second opinion about any medical care that your PCP advises you to have.
15. To know how UnitedHealthcare decides whether a service is covered and/or is medically necessary.
16. To a translator if you need one when you talk to us or one of our providers.
17. To participate in all decisions about your health care and the development of any plan of care designed for you.
18. To speak to providers in private and to have your medical records kept private.
19. To be free from harm, including unnecessary physical restraints or isolation, excessive medication, physical or mental abuse or neglect.
20. To be free of hazardous procedures.
21. To be free from balance billing.
22. To have services provided that promote a meaningful quality of life and independence for yourself, including living in your own home or another community setting as long as it is medically and socially feasible, and the right to the preservation and assistance of your natural support system.