

# GHC-SCW Patient Rights & Responsibilities

## BadgerCare Plus Members

At GHC-SCW, we stand behind our commitment to provide high-quality, comprehensive and accessible health care to our members in an efficient and personalized manner.

To further demonstrate this commitment, we have established the following patient rights and responsibilities.

### You have a right to get information in a way that works for you. This includes:

- Your right to have an interpreter with you during any BadgerCare Plus covered service.
- Your right to get the BadgerCare member handbook in another language or format.

### You have a right to be treated with dignity, respect, and fairness and with consideration for privacy. This includes:

- Your right to be free from discrimination. GHC-SCW must obey laws that protect you from discrimination and unfair treatment. GHC-SCW provides covered services to all eligible members regardless of the following:
  - Age
  - Color
  - Disability
  - National origin
  - Race
  - Sex
  - Religion
  - Sexual orientation
  - Gender identity

All medically necessary, covered services are available and will be provided in the same manner to all members. All persons or organizations connected with GHC-SCW that refer or recommend members for services shall do so in the same manner for all members.

- Your right to be free from any form of restraint or seclusion used to coerce, discipline, be convenient, or retaliate. This means you have the right to be free from being restrained or forced to be alone to make you behave in a certain way, to punish you, or because someone finds it useful.
- Your right to privacy. GHC-SCW must follow laws protecting the privacy of your personal and health information. See GHC-SCW's Notice of Privacy Practices for more information.

### You have the right to get health care services as provided for in federal and state law. This includes:

- Your right to have covered services be available and accessible to you when you need them. When medically appropriate, services must be available 24 hours a day, seven days a week.

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## You have a right to make decisions about your health care. This includes:

- Your right to get information about treatment options, regardless of cost or benefit coverage.
- Your right to accept or refuse medical or surgical treatment and participate in making decisions about your care.
- Your right to plan and direct the types of health care you may get in the future if you become unable to express your wishes. You can make these decisions by completing an advance directive, living will, or power of attorney for health care.
- Your right to a second opinion if you disagree with your provider's treatment recommendation. Call Customer Service for more information about how to get a second opinion.

## You have a right to know about our providers and any physician incentive plans GHC-SCW uses. This includes:

- Your right to ask if GHC-SCW has special financial arrangements (physician incentive plans) with our physicians that can affect the use of referrals and other services you might need. To get this information, call our Customer Service Department at (800) 605-4327 and request information about our physician payment arrangements.
- Your right to request information about GHC-SCW providers, including the provider's education, board certification, and recertification. To get this information, call our Customer Service Department at (800) 605-4327.

## You have a right to ask for copies of your medical records from your provider.

- You may correct inaccurate information in your medical records if your doctor agrees to the correction.
- Call (800) 605-4327 for assistance with requesting a copy or change to your medical records. Please note that you may have to pay to copy your medical records.

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**You have a right to be informed about any Medicaid covered benefits that are not available through the GHC-SCW because of moral or religious objection.**

**This includes:**

- Your right to be informed of how to access these services through ForwardHealth using your ForwardHealth card.
- Your right to disenroll from GHC-SCW if GHC-SCW does not cover a service you want because of moral or religious objections.

**You have a right to file a complaint, grievance or appeal if you are dissatisfied with your care or services. This includes:**

- Your right to request a fair hearing if you are dissatisfied with GHC-SCW's decision about your appeal or if GHC-SCW does not respond to your appeal in a timely manner.
- Your right to request a Department of Health Services grievance review if you are unhappy with GHC-SCW's decision about your grievance or if GHC-SCW does not respond to your grievance in a timely manner.

**You have the right to receive information about GHC-SCW, its services, its practitioners, providers, and member rights and responsibilities. This includes:**

- Your right to know about any big changes with GHC-SCW at least 30 days before the effective date of the change.

**You have a right to be free to exercise your rights without negative treatment by the GHC-SCW and its network providers. This includes:**

- Your right to make recommendations about GHC-SCW's Member Rights and Responsibilities Policy.

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## BADGERCARE PLUS MEMBER RESPONSIBILITIES

- You have a responsibility to provide the information that GHC-SCW and its providers need to provide care.
- You have a responsibility to let GHC-SCW know how best to contact and communicate with you. You have a responsibility to respond to communications from GHC-SCW.
- You have a responsibility to follow plans and instructions for care that you have agreed to with your providers.
- You have a responsibility to understand your health problems and participate in creating treatment goals with your providers.

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