



We heal and inspire the human spirit.

To: All BH and BHT Providers

From: IEHP – Provider Relations

Date: September 4, 2024

Subject: **Reminder – Educate Your Members on their Rights and Responsibilities**

The **Medi-Cal and Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS)** survey – a Member Satisfaction Survey – was conducted to collect feedback from Member office visits between February 2024 through the end of April 2024.

The CAHPS survey asked Members about their care, including, but not limited to:

- Rating of their doctor.
- Ease of access to routine care.
- Obtaining needed care right away.
- Recommendation of their doctor to a friend.

As a follow-up to the feedback received from Members, we kindly request all BH and BHT Providers to remind and educate Members about their rights and responsibilities listed below. Additionally, Members requested that explanations regarding their condition and treatment options be communicated in a way that Members can easily understand.

As per the Department of Health Care Services (DHCS) Member's Rights and Responsibilities outlined in the Member Handbook, Members have the right to:

- Know about different treatment alternatives.
- Be informed in advance about any risks or if a service or treatment is part of a research study.
- Refuse experimental treatments.
- Seek a second opinion before deciding on treatment.
- Refuse treatment, including leaving a hospital or medical facility against advice.
- Stop taking a prescribed medication. If a member declines treatment or stops medication, they will not be removed from the plan but will bear full responsibility for any consequences.
- Request an explanation for care denial by a provider.
- Ask for consideration of covering a service or medication that was denied or not typically covered; the Member Handbook provides instructions on requesting a coverage decision.
[IEHP.org](#) > Browse Plans > Medi-Cal (IEHP DualChoice, Covered CA) > Enrollment

We are grateful for the care and services your practice provides IEHP members and our community.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

As a reminder, all IEHP communications can be found at www.providerservices.iehp.org > News & Updates > Notices