

Member Rights and Responsibilities

All CMS Plan members have certain rights. Some of these are:

- To be treated with respect, courtesy, and dignity.
- To protect your privacy.
- To ask questions and get answers you understand.
- To get the care and services covered by Medicaid.
- To get good medical care regardless of race, origin, religion, age, disability, or illness.
- To know about your treatment. To know what your options are. To decide about your care. You can refuse treatment.
- To ask for and get a copy of your medical records. To request your medical records be changed or amended. Changes can only occur as allowed by law.
- To get a second opinion from another doctor.
- To get service from out-of-network providers.
- To participate or refuse to participate in experimental research.
- To get information about the credentials of providers.
- To change providers at any time. You can ask for another primary care doctor (PCP) or specialist.
- To call 911 or go to the closest emergency room if you are having an emergency.
- To file a complaint, grievance or appeal.
- To not be restrained or secluded to make you act a certain way or to get back at you.
- To get information about Advanced Directives, if you are over 18.
- To exercise your rights and not have it affect the way you are treated.
- To get information from Children's Medical Services Managed Care Plan (CMS Plan) in the format or language you need. Information like:
 - How we approve services (authorization/referral process, medical necessity);
 - How we make sure we keep getting better at what we do (Quality Improvement Program);
 - How we measure the quality of our services (Performance Measures);
 - The prescription drugs covered by CMS Plan;
 - How we keep your information confidential;
 - How we run the program. How we operate. Our policies; and
 - If we have any provider incentive plans.

All CMS Plan members also have certain responsibilities. Some of these are:

- To call your PCP(s) before getting care unless it is an emergency.
- To call your PCP when you get sick and need care.
- To listen and work with your providers.
- To treat all health care providers and staff with respect, courtesy and dignity.
- To give them the information they need for your care.
- To talk to your doctor if you have questions or concerns.
- To carry your ID card at all times.

- To call your doctor if you cannot make it to an appointment.
- To call Department of Children and Families if your address or telephone number changes.
- To tell us or Medicaid if you suspect fraud.

You can read more about CMS Plan member rights and responsibilities in your member handbook, which is available on the CMS Plan website at <http://CMSPlanFlorida.gov/for-members/>.

You can also call Ped-I-Care or Community Care Plan (CCP) member services with questions. CCP used to be called the South Florida Community Care Network (SFCCN).

Ped-I-Care (for north and central Florida counties) Member Services: (866) 376-2456
Community Care Plan (CCP) (for south Florida counties) Member Services: (866) 209-5022