



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas DC Providers
Date: December 20, 2023
Subject: Enrollee Rights and Responsibilities

Dear Provider:

AmeriHealth Caritas District of Columbia (DC) is committed to complying with all applicable requirements under federal and state law and regulations pertaining to enrollee privacy and confidentiality rights. As a provider in our network, it is your responsibility to recognize the following enrollee rights and responsibilities:

Enrollees Rights

- Be treated with respect and dignity.
- Know that when they talk with their doctors and other providers, it's private.
- Have an illness or treatment explained to them in a language they can understand.
- Participate in decisions about their care.
- Receive a full, clear, and understandable explanation of treatment options and risks of each option so they can make an informed decision, regardless of cost or benefit coverage.
- (Female enrollees only) Have direct access to a women's health specialist within the network for the covered care necessary to provide women's routine and preventive health care services. Also, female enrollees have a right to designate as their primary care providers (PCPs) participating providers or advanced-practicing registered nurses who specialize in obstetrics (OB) and gynecology (GYN).
- Refuse treatment or care.
- Be able to see their medical records and to request that they be fixed if they are wrong.
- Choose an eligible PCP from within AmeriHealth Caritas DC's network and to change their PCP.
- Make a complaint ("grievance") about AmeriHealth Caritas DC or the care provided to them and receive an answer.
- Request an appeal or a fair hearing if they believe AmeriHealth Caritas DC was wrong in denying, reducing, or stopping a service or item.
- Receive family planning services and supplies from the provider of their choice.
- Obtain medical care without unnecessary delay.
- Ask for a chaperone to be present when they receive health care.
- Receive information on advance directives and choose not to have or continue any life-sustaining treatment.
- Receive a copy of the enrollee handbook.
- Continue treatment they are currently receiving until they have a new treatment plan.
- Receive interpretation and translation services free of charge if they need them, and refuse oral interpretation services.
- Get an explanation of prior authorization procedures.
- Receive information about AmeriHealth Caritas DC's financial condition and any special ways we pay our

providers.

- Obtain summaries of customer satisfaction surveys.
- Receive AmeriHealth Caritas DC's Dispense as Written policy for prescription drugs.
- Receive information about AmeriHealth Caritas DC, our services, our providers and other health care workers, our facilities, and their rights and responsibilities as a enrollee.
- Make recommendations about AmeriHealth Caritas DC's enrollee rights and responsibilities policy.
- Be free from any form of restraint or seclusion used as coercion, discipline, convenience, or retaliation, as specified in other federal regulations on the use of restraints and seclusion.
- Receive a second opinion from a qualified health care professional within the network, or arrange to obtain one outside the network, at no cost to them.
- Be informed about cost sharing, if any, upon enrollment, annually, and at least 30 days prior to any change.
- Be informed about how and where to access any benefits available under the District of Columbia plan but not covered under the contract, including any cost sharing, and how transportation is provided, upon enrollment, annually, and at least 30 days prior to any change.
- Be informed that they may be required to pay the cost of services furnished while an appeal is pending, if the final decision is adverse to them.
- Not be held liable for AmeriHealth Caritas DC's debts in the event of AmeriHealth Caritas DC's insolvency.
- Use any hospital or other setting for emergency care.
- Be treated no differently by providers or by AmeriHealth Caritas DC for exercising their rights listed here.

Enrollees Responsibilities

- Treating those providing them care with respect and dignity.
- Following the rules of the health care program and AmeriHealth Caritas DC.
- Following instructions they receive from their doctors and other providers.
- Going to appointments they schedule or that AmeriHealth Caritas DC schedules for them.
- Telling their provider at least 24 hours before the appointment if they have to cancel.
- Asking for more explanation if they do not understand their provider's instructions.
- Going to the emergency room only if they have a medical emergency.
- Telling their provider about medical and personal problems that may affect their health to help the provider give them care.
- Reporting to the Economic Security Administration (ESA) and AmeriHealth Caritas DC if they or family enrollees have other health insurance.
- Trying to understand their health problems and participate in developing treatment goals.
- Helping their provider in getting medical records from providers who have treated them in the past.
- Telling AmeriHealth Caritas DC if they were injured as the result of an accident or at work.
- They can download a copy of their rights and responsibilities on our website, or call 1-866-842-2810 to have a printed copy mailed to them at no cost.

The enrollee rights and responsibilities are listed on the AmeriHealth Caritas DC [website](#), as well as in the [provider manual](#). If you have any questions about this communication, please contact your Provider Network Account Executive or call Provider Services at 202-408-2237.

Sincerely,
AmeriHealth Caritas DC