



AmeriHealth Caritas[™]

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers
Date: December 16, 2024
Subject: Rights and Responsibilities of your patients and Clinical Practice Guidelines

Summary: Please be aware of the rights and responsibilities of your patients as members of AmeriHealth Caritas New Hampshire. Also, learn where to find the Clinical Practice Guidelines (CPGs) on the AmeriHealth Caritas New Hampshire website.

Clinical Practice Guidelines

Clinical Practice Guidelines can be found at

<https://www.amerhealthcaritasnh.com/assets/pdf/provider/resources/clinical/CPG-ACNH-1121.pdf>, or by following this path:

<https://www.amerhealthcaritasnh.com/provider/index.aspx> > Resources > Clinical resources > Clinical Guidelines (PDF).

Patient Rights and Responsibilities

AmeriHealth Caritas New Hampshire is committed to complying with all applicable requirements under federal and state law and regulations. As a member of our plan, your patients have certain rights and responsibilities concerning their healthcare. As a provider in our network, we want you to be aware of those rights and responsibilities which can be found on **pages 15-17 in the Provider Manual:**

As members of AmeriHealth Caritas New Hampshire, your patients have the right:

- To receive information in an easily understandable and readily accessible format that meets their needs. This includes free translation services as needed, including help with sign language, if hearing impaired.
- To be treated with respect and with due consideration for their dignity and privacy and the confidentiality of their protected health information (PHI) and

personally identifiable information (PII) as safeguarded by State rules and State and federal laws.

- To be given a full, clear and understandable explanation and any pertinent information on available treatment/service options, alternatives and the risks of each option. They have the right to have this information presented in a manner appropriate to their condition and ability to understand, so they can make an informed decision regardless of cost or benefit coverage.
- To participate in and make decisions regarding their health care, including the right to refuse treatment.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To see, as well as request and receive a copy of their medical records free of charge, and the right to request that their medical records be amended or corrected.
- To be provided good quality care without unnecessary delay. They have the right to covered services and drugs that are available and accessible in a timely manner.
- To care coordination.
- To privacy and protection of their personal health information. This includes the right to be sure others cannot hear or see them when they are getting health care and to have their health care records remain private, according to HIPAA and applicable State rules.
- To receive information about their health plan, their in-network providers, and their covered services.
- To be treated no differently by providers or by AmeriHealth Caritas New Hampshire for exercising the rights listed here.
- To seek a second opinion from a qualified health care professional within the network or out-of-network at no cost.
- To know what to do if they are being treated unfairly or their rights are not being respected.
- To be informed of any changes in state law that may affect their coverage. The plan will provide them with any updated information at least 30 calendar days before the effective date of the change whenever practical.

- To receive information on advance directives and assistance in preparing them; to choose not to have or continue any life-sustaining treatment. To exercise advance care planning for their health care decisions if they so choose.
- To make a complaint if a provider does not honor their wishes expressed in their advance directive.
- To leave our plan in certain situations.
- To file a complaint (“grievance”) or appeal orally or in writing.
- To make recommendations regarding the members’ rights and responsibilities.
- To be aware of, request and receive information about incentive plans for AmeriHealth Caritas New Hampshire’s practitioners and providers.
- They have the right to obtain benefits, including family planning services and supplies, from non-participating providers.

Responsibilities of your patients as members of AmeriHealth Caritas New Hampshire:

- Get familiar with their covered services and the rules they must follow to get these covered services.
- To tell their medical provider, DHHS and AmeriHealth Caritas New Hampshire if anyone else is responsible for paying their medical bills, including other insurance.
- To show their Member ID card each time they visit their health care provider and make sure the office has a record that they are on Medicaid.
- Help their doctors and other providers help them by giving information to their providers, asking questions, and following through on their care. This includes, helping to get past medical records, discussing personal health issues and listening to what treatment is needed.
- Request interpretation services if they need them.
- To treat AmeriHealth Caritas New Hampshire employees, practitioners, and providers with respect.

- Tell the plan if they move (change in address).
- To keep doctor's appointments or call to cancel at least 24 hours in advance.
- Do not allow anyone else to use their AmeriHealth Caritas New Hampshire or New Hampshire Medicaid membership cards.
- To report Medicaid fraud and abuse when suspected. Call the U.S. Department of Health & Human Service, Office of Inspector General at **1-800-447-8477**.

The Member Rights and Responsibilities are listed on the AmeriHealth Caritas New Hampshire website, (<https://www.amerihealthcaritasnh.com>).

They may also be found in the provider manual:

(<https://www.amerihealthcaritasnh.com/provider/forms/index.aspx>).

Thank you for your participation in our network and your continued commitment to the care of our members. If you have questions about this communication, please contact your Provider Network Management Account Executive or the Provider Services department at **1-888-599-1479**.