

Member rights and responsibilities

Each member is guaranteed the following rights:

- To accept or refuse medical, surgical, or behavioral health care
- To prepare Advance Medical Directives
- To receive all services that the plan must provide and to get them in a timely manner
- To get timely access to care without any communication or physical access barriers
- To have reasonable opportunity to choose the provider that gives you care whenever possible and appropriate
- To choose a PCP and change to another PCP in Humana Healthy Horizon in Louisiana's network, after which, we will send you something in writing that says who the new PCP is when you make a change
- To change providers
- To be able to get a second opinion from a qualified provider in or out of our network, and, if a qualified provider is not able to see you, we must set up a visit with a provider not in our network
- To get timely access and referrals to medically indicated specialty care
- To be protected from liability for payment
- To receive information about your health, and/or have this information given to someone you have legally approved to have the information, or to someone you said should be reached in an emergency, when it is not in the best interest of your health to give it to you
- To ask questions and get complete information about your health and treatment options in a way that you can follow, including specialty care
- To have a candid discussion of any appropriate or medically necessary treatment options in a way that you can follow, including specialty care
- To have a candid discussion of any appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage
- To take an active part in decisions about your health care unless it is not in your best interest
- To say yes or no to treatment or therapy, and, If you say no, the doctor or Humana Healthy Horizons in Louisiana must talk to you about what could happen and put a note in your medical record

- To be treated with respect, dignity, privacy, confidentiality, accessibility, and nondiscrimination
- To request a Member Handbook at no cost
 - Your Member Handbook is available:
 - ◊ Online at [Humana.com/LouisianaMemberHandbook](https://www.humana.com/LouisianaMemberHandbook)
 - ◊ Or by calling **800-448-3810 (TTY: 711)**, Monday – Friday, 7 a.m. – 7 p.m. and asking us to mail or e-mail you a copy
- To have access to appropriate services and not be discriminated against based on health status, religion, age, gender, or other bias
- To be treated fairly regardless of race, religion, gender, age, or ability to pay
- To be sure that others cannot hear or see you when you get medical care
- To be free from any form of restraint or seclusion used as a means of force, discipline, ease, or revenge as specified in federal laws
- Receive information in accordance with 42 CFR 438.10
- Be furnished healthcare services in accordance with 42 CFR 438.206 through 438.210
- To get help with your medical records in accordance with applicable federal and state laws
- To be sure that your medical records will be kept private
- To ask for and receive and/or inspect your medical records at no cost, and to be able to ask that your health records be changed or corrected if needed
- To say yes or no to having information about you given out unless Humana Healthy Horizons in Louisiana must provide it by law
- To be able to get all written member information at no cost to you in:
 - The prevalent non-English languages of members in our service area
 - Other ways to help with the special needs of members who have trouble reading the information for any reason
- To be able to get help free of charge from us and our providers if you do not speak English or need help to understand information
- To get help with sign language if you are hearing impaired
- To be told if a healthcare provider is a student and be able to refuse his or her care
- To be told if care is experimental and be able to refuse to be part of the care
- To know that Humana Healthy Horizons in Louisiana must follow all federal, state, and other laws about privacy that apply, including procedures for assuring confidentiality of services for minors who consent to diagnosis and treatment for sexually transmitted disease, alcohol and other drug abuse or addiction, contraception, or pregnancy or childbirth with parental notice or consent
- To be able to go to a woman’s health provider in our network for covered woman’s health services (for female members)
- To file an appeal or grievance or request a State Fair Hearing
- To get help with filing an appeal or a grievance

- To make advance directives, such as a living will
- To contact the Office of Civil Rights with any complaint of discrimination based on race, color, religion, sex, sexual orientation, age, disability, national origin, veteran's status, ancestry, health status, or need for health services
- To receive information about Humana Healthy Horizons in Louisiana, our services, our practitioners and providers, and member rights and responsibilities
- To make recommendations to our member rights and responsibility policy
- If Humana Healthy Horizons in Louisiana is unable to provide a necessary and covered service in our network, we will cover these services out of network. We will do this for as long as we cannot provide the service in network. If you are approved to go out of network, this is your right as a member. There is no cost to you.
- To be free to carry out your rights and know that Humana Healthy Horizons in Louisiana and/or our providers will not hold this against you

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **1-800-448-3810 (TTY: 711)**. We are available Monday through Friday, from 7 a.m. to 7 p.m. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

Important!

At Humana, it is important you are treated fairly.

Humana Inc. and its subsidiaries do not discriminate or exclude people because of their race, color, national origin, age, disability, sex, sexual orientation, gender, gender identity, ancestry, ethnicity, marital status, religion, or language. Discrimination is against the law. Humana and its subsidiaries comply with applicable Federal Civil Rights laws. If you believe that you have been discriminated against by Humana or its subsidiaries, there are ways to get help.

- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618.
If you need help filing a grievance, call **1-800-448-3810** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the
U.S. Department of Health and Human Services, Office for Civil Rights
electronically through their Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Auxiliary aids and services, free of charge, are available to you. **1-800-448-3810 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Humana Healthy Horizons in Louisiana is a Medicaid Product of Humana Benefit Plan of Louisiana, Inc.

Language assistance services, free of charge, are available to you. **1-800-448-3810 (TTY: 711)**

English: Call the number above to receive free language assistance services.

Español (Spanish): Llame al número que se indica arriba para recibir servicios gratuitos de asistencia lingüística.

Français (French): Appelez le numéro ci-dessus pour recevoir des services gratuits d'assistance linguistique.

Tiếng Việt (Vietnamese): Gọi số điện thoại ở trên để nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí.

繁體中文 (Chinese): 您可以撥打上面的電話號碼以獲得免費的語言協助服務。

العربية (Arabic): اتصل برقم الهاتف أعلاه للحصول على خدمات المساعدة اللغوية المجانية.

Tagalog (Tagalog – Filipino): Tawagan ang numero sa itaas para makatanggap ng mga libreng serbisyo sa tulong sa wika.

한국어 (Korean): 무료 언어 지원 서비스를 받으려면 위 번호로 전화하십시오.

Português (Portuguese): Ligue para o número acima para receber serviços gratuitos de assistência no idioma.

ພາສາລາວ (Lao): ໂທຫາເບີໂທລະສັບຂ້າງເທິງ ເພື່ອຮັບບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາຝຣັ່ງ.

日本語 (Japanese): 無料の言語支援サービスを受けるには、上記の番号までお電話ください。

اُردُو (Urdu): مفت لسانی اعانت کی خدمات موصول کرنے کے لیے درج بالا نمبر پر کال کریں۔

Deutsch (German): Wählen Sie die oben angegebene Nummer, um kostenlose sprachliche Hilfsdienstleistungen zu erhalten.

فارسی (Farsi): برای دریافت تسهیلات زبانی بصورت رایگان با شماره فوق تماس بگیرید.

Русский (Russian): Позвоните по вышеуказанному номеру, чтобы получить бесплатную языковую поддержку.

ภาษาไทย (Thai): โทรไปที่หมายเลขด้านบนเพื่อรับบริการช่วยเหลือด้านภาษาฟรี