

APPENDIX M

Children's Special Health Care Services (CSHCS)

Family Rights and Responsibilities

Your CSHCS Rights:

- Receive quality health care
- Be treated with respect
- Choose your specialist from participating providers within your insurance guidelines
- Be seen by a medical specialist who will arrange the care you need
- Get all the facts from your specialist about the CSHCS-eligible diagnosis and treatment
- Say "no" to any medical treatment that you don't agree with
- Get a second opinion from another specialist
- Be informed of what services CSHCS covers
- Know the names and backgrounds of your health care providers
- Get help with special disability needs you may have
- Get help with special language needs you may have
- Have your medical records kept confidential
- Get a copy of your medical records (may be a cost)
- Ask questions and voice concerns about the service or care you receive
- Be told in writing when and why benefits are being reduced or stopped
- Contact the Michigan Department of Community Health with any questions or complaints
- Appeal any denial or reduction of CSHCS eligibility or service

Your CSHCS Responsibilities:

- Show all of your insurance cards including your mihealth card and Client Eligibility Notice (CEN) to all providers **before** receiving services
- Call your local CSHCS office or Medicaid Health Plan if enrolled **before** your appointment when you need help to cover medical travel expenses
- Choose a specialist from participating providers within your insurance guidelines; then schedule appointments, contact them as needed and build a relationship with the provider you have chosen
- Follow the plan of care you and your provider have agreed to
- Keep your scheduled appointments
- Provide complete information about medical history and current medical problems
- Update medical and financial information as CSHCS requires
- Treat other patients and health care employees with respect
- Use emergency room services only when you believe an injury or illness could result in serious injury or death
- Notify a CSHCS representative in your local health department or Medicaid Health Plan (if enrolled) if emergency room treatment received is related to the CSHCS-eligible diagnosis
- Make prompt payment for services not covered by CSHCS or your Medicaid Health Plan if enrolled

- Report changes that may affect your coverage to a CSHCS representative in your local health department or Medicaid Health Plan if enrolled. This could be an address change, birth of a child, death, marriage, divorce or any change in insurance coverage
- Promptly apply for Medicaid, Medicare, or other insurance when you are eligible
- Report Medicare, MIChild, Medicaid or other insurance benefits you have
- Promptly pay your payment agreement

Complaints and Appeals:

If you have complaints or concerns or want to appeal a decision with your CSHCS health care or your CSHCS provider, there are things you can do:

- Call the Family Phone Line at 1-800-359-3722. CSHCS tries to solve problems before an appeal.
- Call or write the Michigan Department of Community Health about your complaint:
Michigan Department of Community Health
Children's Special Health Care Services
PO Box 30734
Lansing MI 48909
- Call your Medicaid Health Plan if enrolled

**Questions? Call either your local health department or the Family Phone Line.
<County Name Health Department at phone number> or
Family Phone Line at 1-800-359-3722**