

## Member Rights Policy

- Members have the right to be treated with dignity and respect.
- Members have the right to fair treatment; regardless of their race, religion, gender, sexual orientation, ethnicity, age, disability or source of payment.
- Members have the right to have their treatment and other personal information kept private. Only where permitted by law may records be released without member permission.
- Members have the right to easily access care in a timely fashion.
- Members have the right to know about their treatment choices. This is regardless of cost or coverage by the member's benefit plan.
- Members have the right to share in developing their plan of care.
- Members have the right to information in a language they can understand.
- Members have the right to have a clear explanation of their condition and treatment options.
- Members have the right to information about Magellan, its practitioners, services and role in the treatment process.
- Members have the right to information about clinical guidelines used in providing and managing their care.
- Members have the right to ask their provider about their work history and training.
- Members have the right to give input on the Members' Rights policy.
- Members have a right to know about advocacy and community groups and prevention services.
- Members have a right to freely file a complaint or appeal and to learn how to do so.
- Members have the right to know of their rights and responsibilities in the treatment process.
- Members have the right to receive services that will not jeopardize their employment.
- Members have the right to choose a provider who meets their preferences, when available.