



DETROIT WAYNE INTEGRATED HEALTH NETWORK (DWIHN) WANTS YOU TO KNOW YOUR RIGHTS AND RESPONSIBILITIES

You are receiving this communication because you are eligible for services through DWIHN. We are committed to maintaining a mutually respectful relationship with you and our providers. As a DWIHN member, you have rights and responsibilities in the treatment process.

As a member you have the right to:

- ◆ Receive information on the structure and operation of DWIHN, our providers, programs, services and role in the treatment process.
- ◆ Be treated with respect and recognition of your dignity and right to privacy.
- ◆ Be treated fairly regardless of race, ethnicity, age, religion, gender, disability, or ability to pay.
- ◆ Be free from any restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- ◆ Participate in decision-making regarding your health care, including the right to refuse treatment from a provider and have a representative facilitate care or treatment decisions when you are unable to do so.
- ◆ Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage. Also, to freely communicate with your providers without restriction on any information regarding care.
- ◆ Receive information about the clinical guidelines used in providing and managing your care.
- ◆ Seek a second opinion from a qualified health professional within the network, or have a second opinion arranged outside the network, only if there is not adequate in-network coverage at no cost to you.
- ◆ Be informed of the availability of an independent/external review of internal Utilization Management final determinations.
- ◆ Have a copy of DWIHN's Provider Directory which is inclusive of providers who speak a language other than English and are able to accommodate members with disabilities.
- ◆ Know any restrictions on your freedom of choice among network providers.
- ◆ Review, amend or correct your medical records in accordance with applicable federal and state laws.
- ◆ Be provided information regarding mediation, appeals, grievances, state fair hearing requests and recipient rights complaints.
- ◆ Voice a complaint against DWIHN or any of our providers about the care you receive by calling 1-888.490.9698.
- ◆ Receive information in a language you can understand free of charge.
- ◆ Make recommendations regarding DWIHN's Members' Rights and Responsibilities policy.
- ◆ Receive a copy of the members' rights and responsibilities statement annually.
- ◆ Receive a copy of the member handbook upon enrollment, annually and upon request. You will find information on the following topics but not limited to:

- ◆ How to access services
- ◆ Covered and non-covered benefits
- ◆ Out-of-network benefits
- ◆ Benefit restrictions that apply to services obtained outside of DWIHN's service area
- ◆ Co-payments and deductibles
- ◆ How to submit a claim, if needed
- ◆ How to obtain language assistance
- ◆ Availability of TTY services
- ◆ How to obtain outpatient care, partial and inpatient hospitalizations and other services
- ◆ How to obtain emergency care, when to directly access emergency care or use 911 services
- ◆ How to obtain care after normal business hours
- ◆ How to obtain subspecialty care
- ◆ How to obtain a list of network providers
- ◆ How to appeal a decision that adversely affects coverage, benefits or your relationship with DWIHN
- ◆ How to file a complaint, grievance and recipient rights violation
- ◆ How to access mediation to resolve a conflict or dispute

All DWIHN Members have a right to request reports and documents that may better help you to understand your benefits, Privacy Rights, Reports, data and tools that describe the work of the DWIHN system. Documents can best be located on our website at www.dwihn.org some of those documents include, but are not limited to:

- ◆ DWIHN's Quality Improvement Program and Annual Report
- ◆ Notice of DWIHN's HIPPA Requirements and Privacy Practices
- ◆ Clinical Practice Improvement Guidelines
- ◆ ECHO Survey Results
- ◆ Other Survey Results, Documents, Resources and Brochures
- ◆ Complex Case Management

Please visit the DWIHN website routinely to stay informed on the latest information available to members and stakeholders or contact the Customer Service Department for more information toll free **888-490-9698**.

DW IHN AFFIRMATIVE STATEMENT

All DWIHN, Crisis Service Vendors, and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent, or spouse by affirming the following:

- ◆ Utilization Management (UM) decision-making is based only on appropriateness of care, service, and existence of coverage.
- ◆ DWIHN, The Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care.
- ◆ No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.

You have responsibility to:

- ◆ Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWIHN and its Practitioners and Providers needed in order to care for you.
- ◆ Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- ◆ Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- ◆ Follow all MDHHS procedures for the required annual Medicaid enrollment and inform DWIHN of any changes in your insurance status.

To obtain a complete list of your members rights and responsibilities or to request a member handbook and/or provider directory, you may contact Customer Service at **888.490.9698** or visit www.DW IHN.org.

WELLNESS TOOLS FOR YOU

- ◆ A free health & Wellness app www.myStrength.com; (Access code is: DWIHNc)
- ◆ Health management tools help you keep track of your health
- ◆ A secure tool to record your personal health information
- ◆ Get a free mental health check-up from the neck-up: <https://screening.mentalhealthscreening.org/DW IHN>

