

### **Colorado Medicaid Dental Program Rights and Responsibilities:**

As a Colorado Medicaid Dental Program Member, you have certain rights that will be respected by dentists, and the people you interact with at DentaQuest. Also, you have responsibilities that we ask you adhere to in order to make sure that you get the maximize value of your Medicaid benefits, and that we can serve you to the best of our ability.

#### **Your Member Rights:**

As a member of the CHP+ Dental Program, you are entitled to the following rights:

- The right to be treated with respect and with the recognition of personal dignity and the need for privacy.
- The right to participate with dentists in decision-making regarding member's dental care.
- The right to candid discussion of appropriate or necessary dental treatment options for member's condition, regardless of cost or benefit coverage.
- The right to refuse recommended dental treatment or procedures.
- The right to confidentiality of information concerning member's dental health and treatment.
- The right to voice complaints or appeals about the CHP+ Dental Program or the care provided.
- The right to offer suggestions for changes in the CHP+ Dental Program's quality improvement policies and procedures.
- The right to information about the CHP+ Dental Program, its services, the dentists providing care, and the rights and responsibilities of members.
- The right to fair and equal treatment without regard to race, color, national origin, age, gender, creed, religion, sexual orientation, or disability.
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- The Right to request and receive a copy of his or her medical records, and request that they be amended or corrected.

#### **Member Responsibilities:**

As a member of the CHP+ Dental Program, you have the following responsibilities:

- The responsibility to follow instructions and guidelines given by those providing dental services.
- The responsibility to provide complete health status information needed by member's dentist in order to care for member.
- The responsibility to keep appointments for care and to give required notice when canceling.
- The responsibility to pay the applicable coinsurance at the time services are rendered.
- The responsibility to read and understand all materials concerning member's dental coverage and to share this information with member's dentist.
- The responsibility to treat member's dentist and staff with respect and recognition of personal dignity.
- The responsibility to freely exercise his or her rights, and the exercising of those rights will not adversely affect the way the Contractor, its network providers, or the State Medicaid agency treats the member