



OneCareVermont

Beneficiary Rights and Responsibilities

OneCare and its network fully supports and complies with all applicable state and federal laws regarding member rights, including the following:

- The right to receive information in accordance with 42 CFR 438.10, which relates to informational materials;
- The right to be treated with respect and with due consideration for his or her dignity and privacy;
- The right to receive information on available treatment options and alternatives, presented in a manner appropriate to the member's condition and ability to understand;
- The right to participate in decisions regarding his or her health care, including the right to refuse treatment;
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other federal regulations on the use of restraints and seclusion;
- The right to request and receive a copy of his or her medical records, and request that they be amended or corrected, as specified in the HIPAA Privacy Rule set forth in 45 CFR parts 160 and 164, subparts A and E, which address security and privacy of individually identifiable health information; and
- The right to be furnished health care services in accordance with 42 CFR 438.206 through 438.210, which relate to service availability, assurances of adequate capacity and services, coordination and continuity of care, and coverage and authorization of services.

Applicable Statute References:

Chapter 42: Bill of Rights for Hospital Patients:

<http://legislature.vermont.gov/statutes/fullchapter/18/042> § 438.100

Enrollee Rights:

http://www.ecfr.gov/cgi-bin/text-idx?SID=cb1670593f5739d9fc68b5cba4ad196f&mc=true&node=se42.4.438_1100&rgn=div8