

# Member Rights and Responsibilities

Molina Healthcare wants to inform its providers about some of the rights and responsibilities of Molina Healthcare members.

## **Molina Healthcare members have the right to:**

- To be treated with courtesy and respect, with appreciation of your individual dignity, and with protection of your need for privacy
- To request and obtain information on any limits of your freedom of choice among network providers
- To a prompt and reasonable response to questions and requests
- To know who is providing medical services and who is responsible for your care
- To know what patient support services are available, including whether an interpreter is available if you do not speak English
- To know what rules and regulations apply to your conduct

## **Molina Healthcare members are responsible for:**

- For providing to the health care provider, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to his or her health
- For reporting unexpected changes in your condition to the health care provider
- For reporting to the health care provider whether you comprehend a contemplated course of action and what is expected of you
- To follow the care plan that you have agreed on with your provider

You can find the complete Molina Healthcare Member Rights and Responsibilities statement for your state at our website ([MolinaHealthcare.com](http://MolinaHealthcare.com)). Written copies and more information can be obtained by contacting the Provider Services Department at **(844) 826-4335**.