



Member Rights:

- A member is guaranteed the right to be treated with respect and with due consideration for his or her dignity and privacy.
- A member is guaranteed the right to receive information on available treatment options and alternatives, presented in a manner appropriate to his/her condition and ability to understand and to receive in writing information about Advantica and the service we provide.
- A member is guaranteed the right to participate in decisions regarding his or her health care, including the right to refuse treatment.
- A member is guaranteed the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- A member is guaranteed the right to request and receive a copy of his or her medical records, and to request that they be amended or corrected.
- A member is free to exercise his or her rights, and that the exercise of those rights does not adversely affect the way that Advantica and its providers or the state agency treat him/her.

Member Responsibilities:

- A member is responsible for providing, to the extent possible, information needed by providers in caring for him/her.
- A member is responsible for contacting his/her dentist as their first point of contact when needing dental care.
- A member is responsible for following appointment scheduling processes.
- A member is responsible for following instructions and guidelines given by providers.