Your CSHCS Rights:

It is important that you know your rights and responsibilities. In CSHCS, you have the right to:

- Receive quality health care
- Be treated with respect
- Choose your specialist from participating providers within your insurance guidelines
- Be seen by a medical specialist who will arrange the care you need
- Get all the facts from your specialist about the CSHCS-eligible diagnosis and treatment
- Say “no” to any medical treatment
- Tell the specialist how to treat you or your child if you become too ill to decide for yourself
- Get a second opinion from a specialist
- Be told what services CSHCS covers
- Know the names and backgrounds of your health care providers
- Get help with special disability needs you may have
- Get help with special language needs you may have
- Have your medical records kept confidential
- Get a copy of your medical records (may be a cost)
- Voice your concern about the service or care you receive
- Be told in writing when and why benefits are being reduced or stopped
- Contact the Michigan Department of Health & Human Services with any questions or complaints
- Appeal any denial or reduction of CSHCS eligibility or service

Your Responsibilities:

- Show all of your insurance cards including your mihealth card and Client Eligibility Notice (CEN) to all providers before receiving services
- Call your local CSHCS office or Medicaid Health Plan if enrolled before your appointment when you need help to cover medical travel expenses
- Never let anyone who is not covered use your CSHCS coverage
- Choose a specialist from participating providers within your insurance guidelines; then contact and build a relationship with the provider you have chosen
- Follow your provider’s medical advice
- Keep your scheduled appointments
- Provide complete information about past medical history
- Provide complete information about current medical problems
- Update medical and financial information as CSHCS requires
- Ask questions about the care
- Respect the rights of other patients and health care employees
• Use emergency room services only when you believe an injury or illness could result in lasting injury or death.
• Notify a CSHCS representative in your local health department or Medicaid Health Plan if enrolled if emergency room treatment related to the CSHCS-eligible diagnosis is given.
• Make prompt payment for services not covered by CSHCS or your Medicaid Health Plan if enrolled.
• Report changes that may affect your coverage to a CSHCS representative in your local health department or Medicaid Health Plan if enrolled. This could be an address change, birth of a child, death, marriage, divorce or change in insurance coverage.
• Promptly apply for Medicaid, Medicare, or other insurance when you are eligible.
• Report Medicare, Medicaid, or other insurance benefits you have.

Complaints and Appeals:
If you have complaints or concerns with your CSHCS health care or your CSHCS provider, there are things you can do:

• Call the Family Phone Line at 800-359-3722. CSHCS tries to solve problems before an appeal.
• Call or write the Michigan Administrative Hearing System (MAHS) for the Michigan Department of Health & Human Services about your complaint:
  Michigan Administrative Hearing System
  for the Michigan Department of Health & Human Services
  PO Box 30763
  Lansing MI 48909
  877-833-0870
• Call your Medicaid Health Plan if enrolled

Appealing an Action if CSHCS Denies Coverage or Services:
You can appeal a negative action, such as CSHCS or Medicaid Health Plan if enrolled not paying a bill or not approving a service. Complete the form you received when you were notified of the decision. Your request must explain the problem in writing. Mail the form to:

  Michigan Administrative Hearing System
  for the Michigan Department of Health & Human Services
  PO Box 30763
  Lansing MI 48909

Or

The address on the denial form you received

Questions? Call either your local health department or the Family Phone Line.
Saginaw County Department of Public Health at 989-758-3845 or
Family Phone Line at 800-359-3722.