

As a Medicaid Recipient, you have rights and North Alabama Community Care (NACC) is required to protect, promote and review your rights at least once per year.

You have the right:

1. To be treated with respect, privacy, and dignity.
2. To be free from physical, sexual, verbal, and/or emotional abuse or threats.
3. To be informed of your rights and receive treatment options and alternatives in a language and manner you understand.
4. To be free from discrimination based on race, religion, color, creed, or sex.
5. To have your medical and personal information protected and secure.
6. To make decisions about your own health care, including refusing treatment.
7. To choose a Primary Care Provider, Maternity Care Provider, Care Manager, and Community Health Care Worker to the extent possible and appropriate.
8. To be free from any form of restraint or action used as a means of forcing you to do something unwanted or punishing you.
9. To request and receive a copy of your Medical Records and request that they are amended or corrected.
10. To participate in your MCT Meeting to discuss your healthcare needs and review your care plan.
11. To be free to exercise your rights with the assurance that you will not be treated negatively by NACC or our Participating Providers.
12. To be free to obtain emergency services outside the primary care case management system regardless of whether the care manager referred you to the provider that furnished the services.
13. To request disenrollment. Reasons for disenrollment include:
 - a. Needed services are not available in this Region and your doctor states that receiving services separately would subject you to unnecessary risk.
 - b. You move out of the region.
 - c. You object to the plan on moral or religious grounds.
 - d. Poor quality of care and/or access to services covered.
 - e. Unavailability of Providers experienced in dealing with your care needs.
 - f. Intermediate sanctions imposed by the Alabama Medicaid Agency on NACC.
 - g. With cause, at any time.
 - h. Without cause, ninety (90) Calendar Days following notification of enrollment, whichever is later.
 - i. Without cause at least once every twelve (12) months; or
 - j. Without cause upon re-enrollment if a temporary loss of enrollment has caused you to miss the annual dis-enrollment period.
14. To request re-enrollment any time after you have disenrolled from NACC.

North Alabama Community Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (855) 640-8827 (TTY: (855) 219-6599). 注: 如果您使用中國傳統, 你可以得到免費的語言協助服務。呼叫 (855) 640-8827 (TTY: (855) 219-6599)

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