



YOUR PLAN, YOUR WAY
phpcares.org

Participant Rights & Responsibilities

- A. You have a right to get information in a way that meets your needs**
- B. We must treat you with respect, fairness, and dignity at all times**
- C. We must ensure that you get timely access to covered services, items, and drugs**
- D. We must protect your personal health information**
- E. We must give you information about PHP Care Complete FIDA-IDD Plan, its network providers, and your covered services**
- F. Network providers cannot bill you directly**
- G. You have the right to leave PHP Care Complete FIDA-IDD Plan at any time**
- H. You have a right to make decisions about your health care**
- I. You have the right to ask for help**
- J. You have the right to file a grievance and to ask us to reconsider decisions we have made**
- K. You have the right to suggest changes**
- L. You also have responsibilities as a Participant of PHP Care Complete FIDA-IDD Plan**