



ALPHA MAXX HEALTHCARE, INC.

MEMBER RIGHTS AND RESPONSIBILITIES



The following are your rights and responsibilities as a member of the AMAXX program. Please read them carefully. Also refer to TLC's Member Handbook for a copy of TLC's Member's Rights and Responsibilities. If you have any questions, you may call us at (901) 259-5341 or toll free at (866) 200-8335. You may also call The Family Assistance Service Center toll free at 1-866-311-4287.

MEMBER RIGHTS

You have the right to:

- Have equal and fair treatment.
 - Assurance of Non-discrimination Statement: No person on the ground of race, national origin, sex, age, religion, or disability shall be excluded from participation in, be denied the benefits, or subjected to discrimination under any program or service provided by Alpha Maxx Healthcare, Inc.
- Be treated with respect and courtesy by all AMAXX staff.
- Have the AMAXX staff act as an advocate for you.
- Get the Smart Start Maternity information packet. It should also be explained to you.
- Have information that is easy to read and useful.
- Have interpretation and translation services provided to you at no charge.
 - Call TLC Family Care Healthplan for details at 725-7100 inside the Shelby County area. If you are outside of Shelby County call 800-473-6523. Hablo espanol: 800-473-6523 o 725-7100.
- Have your information kept private and not shared unless you give us permission.
- Know who has access to your information.
- Know what steps AMAXX uses to make sure your information is kept private and not shared with others.
- Talk about your medical record with AMAXX. You may ask for a summary of that record at anytime.

- Know which of the AMAXX staff are managing your services.
- Change your care coordinator at anytime. Ask to speak with the Director of Clinical Services.
- Make a complaint to AMAXX. You will get instructions on the complaint process. They will include AMAXX's standard of timeliness for responding to and resolving the complaint made.
- Have AMAXX staff assist you and support you in addressing concerns with your doctor.
- Be supported by AMAXX to make decisions with your doctor about your healthcare.
- Have education information and program services provided to you based on clinical guidelines.
- To expect help when talking to your doctor about treatment options, whether or not your managed care organization covers them.
- Chose not to participate in the AMAXX program.
- Chose to leave the AMAXX program at any time.
- Have information about the AMAXX staff and their qualification be given to you.
- Have information about AMAXX's relationship with our client be given to you.

MEMBER RESPONSIBILITIES

You have the responsibility to:

- Let AMAXX know:
 - If you have a change in name, address, or phone number.
 - If you have changed health plans.
 - If you chose to leave the AMAXX program. You should also inform your doctor of your decision.
- Read your Smart Start Maternity information packet. You should ask questions about the things you do not understand.
- Follow the advice of your doctor and the AMAXX staff.
- Provide AMAXX with information that is needed to carry out its services.
- Answer as honest as possible all questions in each assessment asked by AMAXX staff and your doctor.
- Protect your health and your babies health by:
 - keep all appointments with your doctor: Prenatal visits will affect the health of your baby. Make sure you keep each visit with your doctor. Let your doctor know if you cannot keep it.
 - gain weight: Women with normal pre-pregnancy weight should gain 25 to 35 pounds. Underweight women should gain 28 to 40 pounds. Overweight women should gain 15 to 25 pounds.
 - eat healthy: Eating healthy is very important, even more so now that you are pregnant. Your baby needs you to eat healthy food in order to help him grow.
 - attend childbirth classes: These classes will help you know what to expect when you go in to labor.
 - not smoke: If you are a smoker, you should quit as soon as possible. Talk to your doctor about how to stop smoking. You should also avoid people who are smoking.
 - not use alcohol or other drugs: Using these while you are pregnant can cause harm to you and your baby. They can cause problems even after your baby is born.
 - ensure your safety.