

The logo for Alliance Behavioral Healthcare features the word "Alliance" in a large, blue, serif font, with "BEHAVIORAL HEALTHCARE" in a smaller, green, sans-serif font below it. The background of the slide shows a group of hands clasped together in a circle, symbolizing support and community. A decorative arc in orange, green, and blue is visible in the top right corner.

# Alliance

BEHAVIORAL HEALTHCARE

Member Rights and Responsibilities  
Medicaid Fraud and Abuse  
Advance Directives

# Rights and Responsibilities

- All members of the Alliance Health Plan have a number of rights and responsibilities

# Member Rights

- The right to receive information about Alliance presented in a manner appropriate to your ability to understand
- The right to be treated with respect
- The right to participate in making decisions regarding health care
- The right to a candid discussion on appropriate or medically-necessary treatment

# Member Rights

- The right to voice complaints
- The right to make recommendations regarding member rights and responsibilities
- The right to be free from any form of restraint or seclusion
- The right to refuse treatment
- The right to request and receive a copy of your medical record

# Member Rights

- The right to write a statement to be placed in your file if you disagree with what is written in your medical records
- The right to a second opinion
- The right to participate in the development of a written person-centered treatment plan
- The right to take part in the development and periodic review of your treatment plan

# Member Rights

- The right to freedom of speech and freedom of religious expression
- The right to equal employment and educational opportunities
- The right to treatment in the most natural, age-appropriate and least restrictive environment possible
- The right to ask questions about your care

# Member Rights

- Minors have the right to agree to treatment of the following without the consent of a parent or guardian
  - Venereal diseases
  - Pregnancy
  - Abuse of controlled substances or alcohol
  - Emotional disturbances

# Appeals and Grievances

- The right to appeal Medicaid decisions to reduce or deny services
  - Reconsideration
  - Mediation
  - Office of Administrative Hearings (OAH)
- The right to file a grievance or complaint
  - Against MCO staff
  - Against a provider



# Member Responsibilities

- Supplying necessary information
- Following the plans and instructions for your care
- Understanding your health problems and participating in developing treatment goals
- Telling the doctor or nurse about any changes in your health
- Asking questions about your care

# Member Responsibilities

- Inviting people to be included in your treatment planning
- Respecting the rights and property of other members and of program staff
- Respecting other members' needs for privacy
- Working on the goals of your Person-Centered Plan
- Keeping your scheduled appointments

# Member Responsibilities

- Canceling your appointment at least 24 hours in advance if unable to keep it
- Meeting financial obligations according to your established agreement
- Informing staff of any contagious medical condition you have
- Taking medications as prescribed and telling your doctor if they are not working

# Medicaid Fraud and Abuse

- An individual does not report all income when applying for Medicaid
- An individual does not report other insurance when applying for Medicaid
- A non-Medicaid recipient uses a Medicaid recipient's card with or without the recipient's permission
- A provider's credentials are not accurate

# Medicaid Fraud and Abuse

- A provider bills for services that were not rendered
- A provider performs and bills for services not medically necessary

# Reporting Fraud and Abuse

- Alliance Fraud and Abuse Line  
(855) 727-6721 (you may remain anonymous)
- DHHS Customer Service Center  
(800) 662-7030
- Medicaid Fraud, Waste and Program Abuse  
Tip Line  
(877) 362-8471

# Reporting Fraud and Abuse

- Health Care Financing Administration  
Office of Inspector General's Fraud Line  
(800) 447-8477
- State Auditor's Waste Line  
(800) 730-8477
- Submit a confidential online complaint form  
at [www.ncdhhs.gov/dma/fraud/fraud.aspx](http://www.ncdhhs.gov/dma/fraud/fraud.aspx)
- Contact your county DSS office

# Advance Directives

- In case you are unable to make decisions about your care during a crisis
- Advance Directives are legal documents
  - Psychiatric Advance Directives  
(Advance Directive for Mental Health Care)
  - Health Care Power of Attorney
  - Living Will



# Advance Directives

- Two qualified people must witness
- Health Care Power of Attorney and Living Will must be notarized
- Keep a copy in a safe place
  - Give copies to family, your treatment team, your doctor and the hospital where you are likely to receive treatment
- Directives stay active until you cancel them

# Psychiatric Advance Directive

- Instructions for mental health treatment you want if you are in a crisis and unable to make decisions for yourself
  - What you think helps calm you
  - How you feel about seclusion or electric shock treatments
  - What medicines you do not want to take
  - Which doctor you want to be in charge of your treatment

# Health Care Power of Attorney

- Allows you to designate someone who can make decisions for you if you are unable to make your own choices about treatment

# Living Will

- A document that tells others that you want to die a natural death if you are incurably sick and cannot receive nutrition or breathe on your own