YOU, THE MEMBER ARE KEY TO HAVING SUCCESSFUL COMMUNICATION WITH YOUR TEAM.

You have a responsibility to make your team aware of some things.

TELL US MORE.

- Tell your team when you have gone to the Emergency Room or are hospitalized.
- Tell your team who you want to come to your meetings.
- Tell your team when you have any concerns about your caregiver(s).
- Tell your team how you like to be contacted (phone, email) and what time of the day is best for you.
- Tell your team when you have health concerns.
- Tell your team if your health care provider changes.
- Tell your team if you move or change your phone number.
- Tell your team if your income changes.
- Tell your team anything you feel is important to you including your likes and dislikes.
- Tell your team when you do not understand how your prescriptions are written.
- Tell your team if you need help making medical appointments.
- Tell your team if you need help completing your yearly Medicaid review.
- Tell your team when you do not understand words on your Member Centered Plan (MCP).
- Tell your team if you have difficulty reading and would like some assistance.
- Tell your team about your goals, big or small.
- Tell your team if you are having difficulty with relationships.
- Tell your team if you require assistance with communication such as adaptive aids, assistive devices, use of TTY and/or interpreter services.
- Tell your team if you need someone to help you at the doctor’s office with paperwork or attending an appointment with you to understand your health needs.

TALK TO US.

- Talk to your team if you need assistance with finding community resources such as food pantries.
- Talk openly and honestly at your care plan reviews and monthly contact calls.
- Talk openly in your RAD (Resource Allocation Decision) discussions so your voice can be heard.