

# 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.



You have rights.  
You have responsibilities.

## 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.