

## **Vermont Health Care Programs**

### **Beneficiary Bill of Rights**

As a member of a Vermont health care program, a beneficiary has the right to:

- be treated with respect and courtesy
- be treated with thoughtfulness for his or her dignity and privacy
- choose and change providers
- get facts about program services and providers
- get complete, current information about his or her health in understandable terms
- be involved in decisions about his or her health care, including having questions answered and having the right to refuse treatment
- ask for and get a copy of his or her medical records and ask for changes to be made to them when he or she believes the information in them is wrong
- get a second opinion from a qualified provider who is enrolled in Vermont Medicaid
- complain about the program or his or her health care
- be free from any form of restraint or isolation used as a means of bullying, discipline, convenience, or retaliation
- ask for an appeal if services are denied that he or she thinks are needed