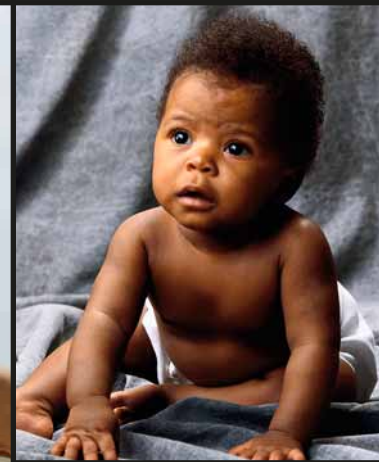




OFFICE OF HEALTH CARE ACCESS  
Chicago Department of Public Health  
333 South State Street — Room 200  
Chicago, Illinois 60604

# KNOW YOUR RIGHTS AS A MEDICAID PATIENT



*HMO giving you problems?*



OFFICE OF HEALTH CARE ACCESS  
Chicago Department of Public Health  
John L. Wilhelm, M.D., MPH, Commissioner

## WE CAN HELP

- ★ Find a primary care physician.
- ★ Get a referral to a specialist.
- ★ Disenroll from an HMO.
- ★ Appeal a denial of service.
- ★ Resolve a billing dispute.
- ★ Get the health care you and your family need.

## WHO WE ARE

### OFFICE OF HEALTH CARE ACCESS

Chicago Department of Public Health  
312-745-CARE (2273)  
CAREline@cdph.org



### CAREline counselors are available:

8:30 a.m.—4:30 p.m. weekdays.

Messages can be left 24 hours a day.

All information is kept confidential.

# YOU HAVE RIGHTS

## AS A HEALTH CARE CONSUMER IN CHICAGO

- Take time to review the health care plan materials before you enroll. Make sure that it offers what you need.
- Understand the services covered and what you need to do to get specialty care.
- Check to be sure that the primary care physician you want to be your doctor is accepting new patients.
- Review your health care plan membership handbook before you visit your doctor.
- Keep your membership card in a safe place so that you will have it when you need it.



## OUR MISSION

*The Office of Health Care Access acts on behalf of health care consumers through education, advocacy, and policy to enable consumers to become knowledgeable about, and empowered to act upon, their health care needs. We fulfill our mission by operating the consumer CAREline, working to improve health literacy, and sustaining mutually beneficial and enduring relationships with community partners around consumer health care issues.*