



KSFHP Client Rights and Responsibilities

KSFHP strives to provide comprehensive and preventive health care to farmworkers and their dependents. In order to maintain optimum communication, closer patient/provider relationships, and efficient care, KSFHP presents the following Rights and Responsibilities for you and your family. The Program's Website address is www.ksfhp.org.

CLIENT RIGHTS

I have the right:

- To be treated with respect and have my concerns acknowledged.
- To expect personal information and information about my health treated confidentiality by KSFHP staff and providers.
- To be assigned a provider who is in charge of my care if I have multiple health problems, or am seeing specialists or hospitalized.
- I have a right to have a family member or friend by with me to speak up for me and help get things done.
- To be informed of tests, treatments, including prescriptions and how that will help my health. Regional case managers and health promoters can facilitate communication with providers.
- To receive in understandable language adequate information from my provider concerning my diagnosis and its related treatment. Regional case managers and health promoters can facilitate communication with providers.
- Be told of all my options to allow me to make my own personal decisions regarding my health care. Regional case managers and health promoters can facilitate communication with providers.
- Be told about policies and procedures, fees and charges for services made by the provider and to receive an explanation about my service charges and co-pays.
- When referrals are made to other agencies, I should receive an explanation of my responsibilities.
- Not to be discriminated against because of race, religion, national origin, language, sex or age.
- To be heard if I have suggestions or complaints. I understand that I may contact my regional case manager or the KSFHP Director, Cynthia Snyder, at Cynthia.Snyder@ks.gov, (785) 296-8113 to communicate suggestions or complaints.

CLIENT RESPONSIBILITIES

I have a responsibility:

- To provide the following information:
 - Basic information to KSFHP staff to determine eligibility for KSFHP.
 - Updated information to my KSFHP case manager and providers when there are any changes in address, household information, and financial status or if leaving the area. I understand that if I provide false information I may be made ineligible for the program either temporarily or permanently.
 - Information about my health to KSFHP providers, including any past or present abuse of pain medication.
- To make and keep scheduled appointments and arrive on time. Should an emergency occur I will contact the provider to cancel and if possible reschedule.
- In cases where insured, to assure that Medicaid coverage or other insurance is up to date and active, and that insurance cards are brought to appointments.
- If uninsured, to take a KSFHP voucher to all appointments (arrange for vouchers ahead of schedule unless on weekend hours or in cases of same day appointments).
- I understand if I miss two scheduled appointments within six months I may be suspended from voucher covered services for the upcoming six months.
- To cooperate with all health and KSFHP personnel and to ask questions if I do not understand.
- To treat all KSFHP providers and staff with respect and I understand that complaints about disrespectful behavior will be taken seriously.
- To pay all established co-pays or payments including the following:
 - The co-pays for my primary care provider and specialist care.
 - Co-pays and any amount over the \$300 total per year for dental services.
 - The first \$5 of each prescription and anything over the \$50 covered by the KSFHP voucher for pharmacy. I will pay for all prescriptions when I reach my yearly limit.
 - Any service costing over \$150 without prior authorization.
 - Payments for services NOT covered by KSFHP.
- I understand that I have ultimate responsibility for paying bills.
- To contact assigned my regional case manager before changing my primary care, medical or dental providers. I agree not seek care with multiple providers (not including specialty care) without consultation with my regional case manager.
- Ultimately I understand that my health is my own responsibility and that I should be proactive with regards to my needs.