

Vermont Health Care Programs
Beneficiary Bill of Rights

The OVHA must ensure that enrolled health care providers are aware of our Beneficiary Bill of Rights and that health care providers take these rights into account when providing services to beneficiaries.

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