

What to Do When Your Healthcare Rights are Violated



About PHAN

PHAN is Pennsylvania's only statewide consumer-driven organization working to expand and protect access to high-quality, equitable, affordable healthcare for all Pennsylvanians.

Call Us! We can help!

PHAN can help filling out the complaint
and follow up with the agency.

Call/email me:

casey@pahealthaccess.org

570-225-9300

Healthcare Rights Violations

“My insurance won’t cover a prescription I need.”

“My health plan gave me a list of doctors but none of them are accepting new patients.”

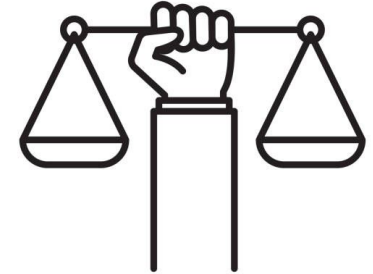
“I went to the ER and there was no sign language interpreter.”

How it Should Be

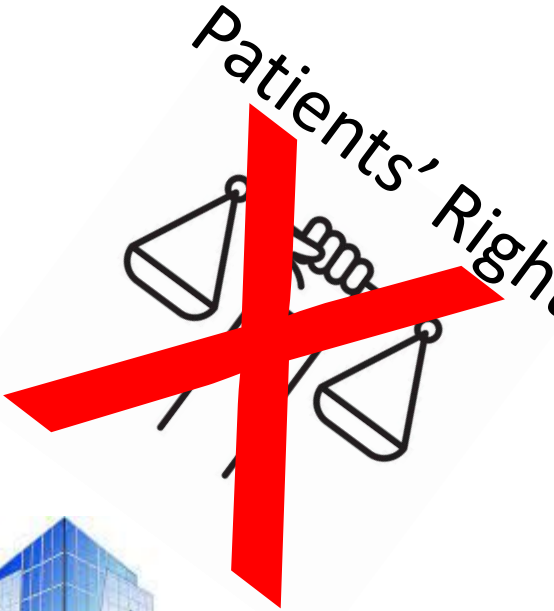
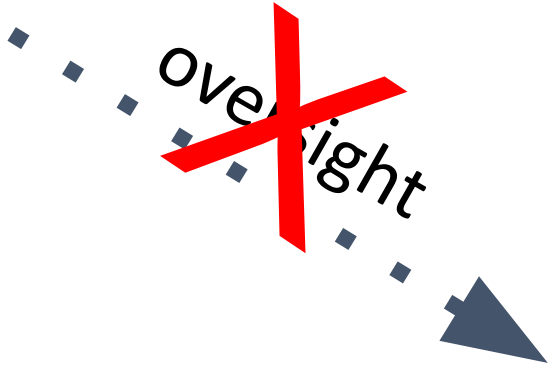


oversight

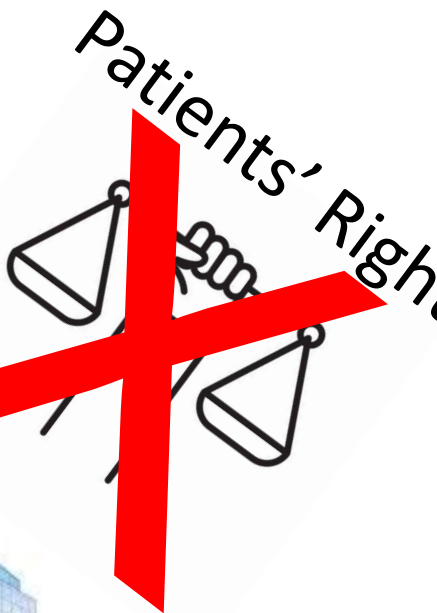
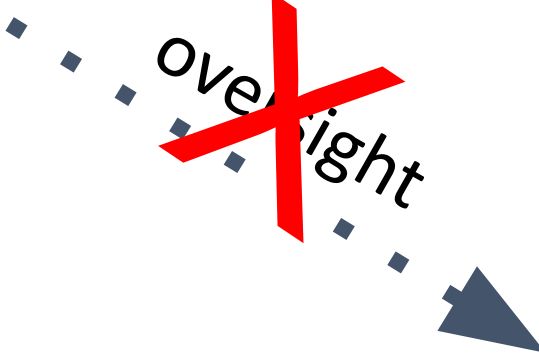
Patients' Rights



How it Often Actually Is



complaints!



Healthcare Rights



Ability to Enroll in a Program You Qualify For



Services Your Plan Agreed to Provide



Fast and Local Appointments



Professional Staff and Well Run Facilities



Reasonable Accommodations



Freedom From Discrimination



**Ability to Enroll in a
Program You Qualify For**

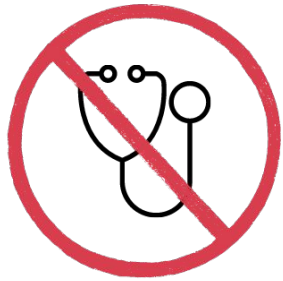


**Services Your Plan Agreed
to Provide**



Fast and Local Appointments

Fast and Local Appointments



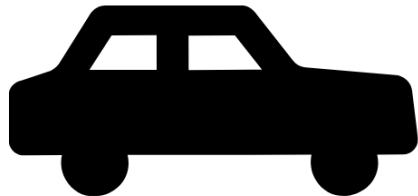
Can't Find a
Doctor



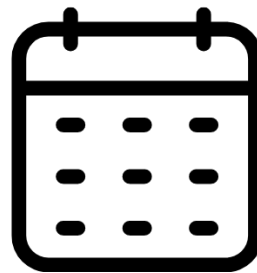
Inaccurate
Directory



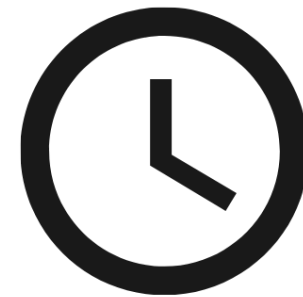
Doctor Doesn't Fit
Your Needs



Driving Long
Distances



Wait Lists

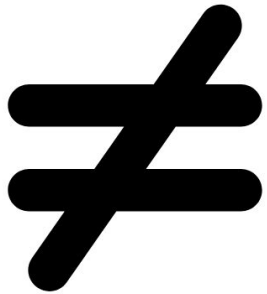


Limited Hours



Professional Staff and Well Run Facilities

Professional Staff and Well-Run Facilities



Dissatisfied With
Treatment



Discrimination



Problems With
Facilities



Problems With Staff



**Reasonable
Accommodations**



**Freedom From
Discrimination**

How Complaints Help Our Advocacy

Our goals are to push state agencies to:

Educate people on their rights and the complaints process.

Make improvements based on these complaints.

Actively monitor health plans instead of waiting for complaints.

Publish reports on how health plans are performing.

Past Successes



**Ending Surprise
Medical Bills**



**Ensuring Patients Had
Transportation During
the Pandemic**

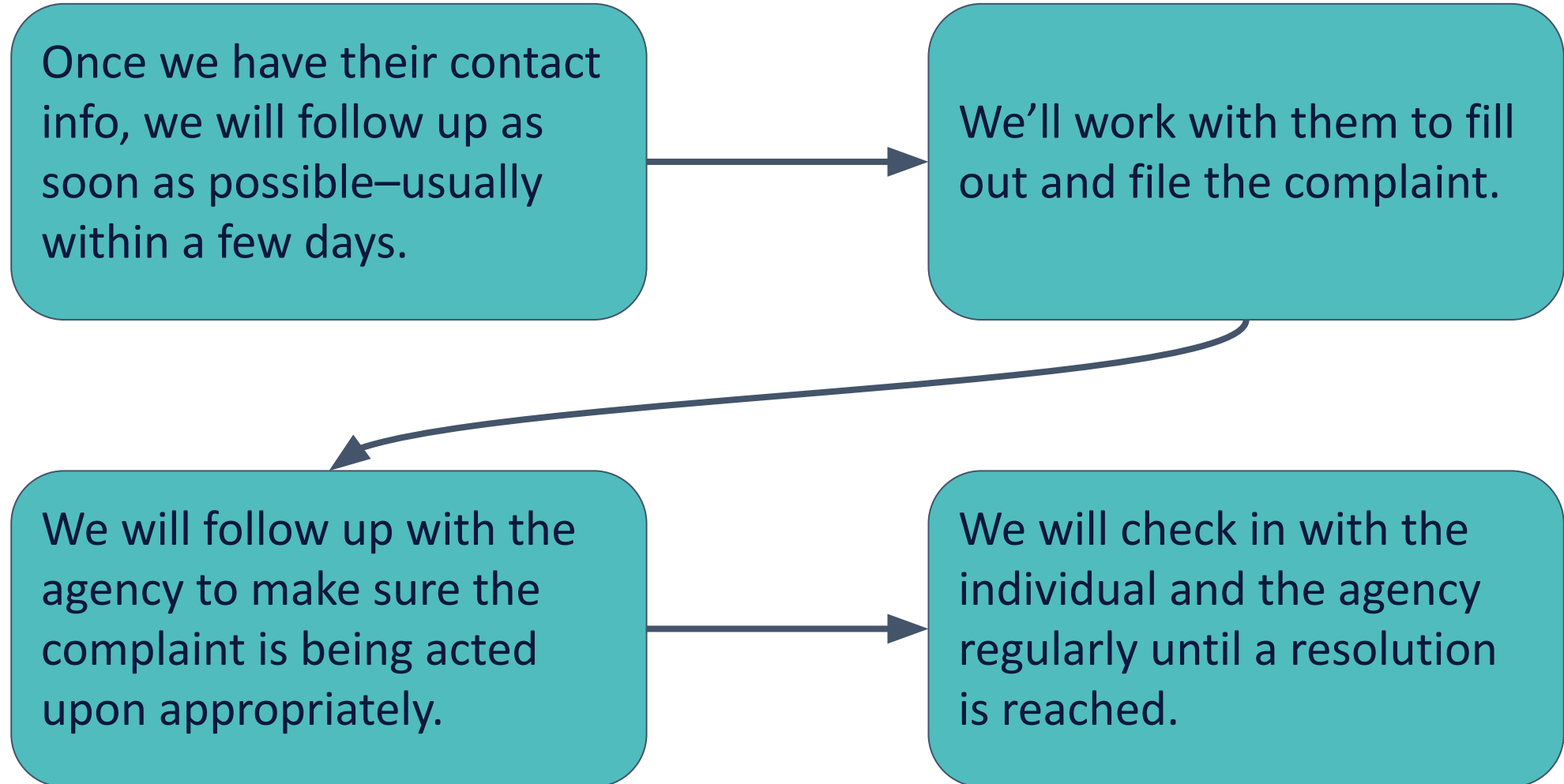
When You Refer Someone to Us:

Once we have their contact info, we will follow up as soon as possible—usually within a few days.

We'll work with them to fill out and file the complaint.

We will follow up with the agency to make sure the complaint is being acted upon appropriately.

We will check in with the individual and the agency regularly until a resolution is reached.



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Other Trainings We Offer

- ▷ Dealing with Denials
- ▷ Resolving a Medical Bill

This project is supported by a grant from the Pennsylvania Developmental Disabilities Council.