



## **Parent Rights**

Parents and guardians of children enrolled in Indiana Medicaid have important rights to ensure their child can access appropriate, high-quality care. These rights include the ability to change providers, request a different health plan, and appeal decisions.

### **Right #1 – Right to Request a Continuity of Care Extension from Anthem/Carelon**

If your child receives services at Lighthouse Autism Center and Anthem/Carelon has told you Lighthouse is no longer in network, you can permit Lighthouse to file a request to let your child continue care for a period of time, allowing you to find another provider, or make alternative choices for your child's healthcare coverage. This is often called continuity of care or continued access to your current provider.

Anthem says continuity of care may apply if a member has a qualifying condition, including:

- Degenerative and disabling conditions, including conditions or diseases caused by a congenital or acquired injury or illness that require a specialized rehabilitation program or a high level of service, resources, or coordination of care in the community.
- Serious chronic conditions.

### **Right #2 - Right to Request an MCE Change for “Just Cause”**

A parent can request a plan change at any time for “just cause” (also called “for cause”).

Examples of “Just Cause” include:

- Your child cannot access needed providers or specialists
- Your child's doctor is not in the plan network
- Poor quality of care or unmet medical needs
- The plan fails to cover or authorize necessary services
- Long travel distances or lack of local providers
- Language or cultural barriers
- Medication/formulary issues affecting treatment

### **Right #3 - Right to Transition to a New Provider**

You have the right to seek care from another provider within Anthem/Carelon's network.

If you choose this option, you may reach out to providers yourself to see if they are in network or use the number on your Medicaid Card for Member services to see what other providers might be available to you.



Lighthouse is committed to supporting your child's transition if you decide to switch providers. Should you decide to transition to a new ABA provider, we will work with your new provider to ensure a smooth transition.