

MEMBERS RIGHTS AND RESPONSIBILITIES STATEMENT

Members have the **RESPONSIBILITY**:

1. To participate in preventive health by living a healthy lifestyle and obtaining a regular health exam.
2. To give the healthcare provider and the health plan information that includes both past health history and current medical problems. This includes all illnesses, shots, medications, allergies, hospitalizations and treatments.
3. To keep all appointments. If cancellation or late arrival is necessary, to notify the office 24 hours in advance.
4. To see a healthcare provider in a timely manner.
5. To follow the plans or instructions for care as agreed upon with the healthcare provider.
6. To treat all healthcare providers and their staff respectfully.
7. To advise the healthcare provider office of changes in name, address, phone number, or changes in family members (i.e.: birth, death, divorce, marriage, etc.)
8. To read and follow the rules in the member handbook.
9. To complete member satisfaction surveys.

Members have the **RIGHT**:

1. To be informed of member rights and responsibilities.
2. To confidentiality.
3. To be treated with respect, dignity and privacy.
4. To clean, accessible, safe, well-equipped offices and hospitals.
5. To up-to-date treatment.
6. To be treated as an individual, in a caring manner.
7. To be informed of information about the diagnosis, all treatment options and risks, and allowed to participate in decision making regarding their health care, regardless of cost or benefit coverage limitations.
8. To clear answers to questions.

9. To freely participate, or not, in research studies.
10. To refuse treatment, as much as the law will allow, and to be told what could happen without the treatment.
11. To information about the health plan, it's services and available programs.
12. To information about the health plan's healthcare providers (places where services can be obtained).
13. To see their medical record.
14. To expect an accurate and well-organized medical record.
15. To express concerns or dissatisfaction regarding their care, their healthcare provider or this health plan.
16. To know how to file an appeal to the next level.
17. To appear before an appeal committee, if applicable.
18. To information that is easy to read and understand.
19. To select or change healthcare providers as allowed by the rules in the member handbook.
20. To expect to be seen as soon as possible according to good standards of medical practice.
21. To expect that the health plan will monitor the quality of care provided to its members.
22. To expect that waiting time in the office is not too long.
23. To expect to receive care without regard to sex, race, disabilities, health status or health plan coverage.