

PATIENT RIGHTS AND RESPONSIBILITIES

Statement of Members' Rights

- ☞ Members have the right to be treated with dignity and respect
- ☞ Members have the right to fair treatment; regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- ☞ Members have the right to have their treatment and other member information kept private. Only where permitted by law, may records be released without member permission
- ☞ Members have the right to easily access timely care in a timely fashion.
- ☞ Members have the right to know about their treatment choices. This is regardless of cost or coverage by the member's benefit plan.
- ☞ Members have the right to share in developing their plan of care.
- ☞ Members have the right to information in a language they can understand.
- ☞ Members have the right to have a clear explanation of their condition and treatment options.
- ☞ Members have the right to information about their insurance, its practitioners, services and role in the treatment process.
- ☞ Members have the right to information about clinical guidelines used in providing and managing their care.
- ☞ Members have the right to ask their provider about their work history and training.
- ☞ Members have the right to give input on the Members' Rights and Responsibilities policy.
- ☞ Members have a right to know about advocacy and community groups and prevention services.
- ☞ Members have a right to freely file a complaint or appeal and to learn how to do so.
- ☞ Members have the right to know of their rights and responsibilities in the treatment process.
- ☞ Members have the right to receive services that will not jeopardize their employment.
- ☞ Members have the right to list certain preferences in a provider.

Statement of Members' Responsibilities

- ☞ Members have the responsibility to treat those giving them care with dignity and respect.
- ☞ Members have the responsibility to give providers information they need. This is so providers can deliver the best possible care.
- ☞ Members have the responsibility to ask questions about their care. This is to help them understand their care.
- ☞ Members have responsibilities to follow the treatment plan. The plan of care is to be agreed upon by the member and provider.
- ☞ Members have responsibility to follow the agreed upon medication plan.
- ☞ Members have the responsibility to tell their provider and primary care physician about medication changes, including medications given to them by others.
- ☞ Members have responsibility to keep their appointments. Members should call their providers as soon as they know they need to cancel visits.
- ☞ Members have the responsibility to let their provider know when the treatment plan isn't working for them.
- ☞ Members have the responsibility to let their provider know about problems with paying fees.
- ☞ Members have the responsibility to report abuse and fraud.
- ☞ Members have the responsibility to openly report concerns about the quality of care they receive.