

**We are dedicated to protecting the rights of our members. This document is designed to inform you of your rights and responsibilities as a member of the US Family Health Plan.**

## Member Rights and Responsibilities

### Members' Rights

***As a US Family Health Plan member, you have the right to:***

- Receive information about covered benefits and cost sharing.
- Receive information about the US Family Health Plan, and our services, licensure, certification, and accreditation status.
- Receive information about our practitioners, providers, and health care facilities, including information about the composition of our network.
- Have a choice of health care providers that is sufficient to ensure access to appropriate high-quality health care.
- Receive information on member satisfaction.
- Be informed of the processes for accessing specialists and emergency services.
- Receive considerate and respectful care, with recognition of your personal dignity at all times.
- Have access to all of the health care and treatment services we provide, including care management information, consistent with available resources and generally acceptable standards.
- Have access to emergency health care services when and where the need arises.
- Refuse treatments to the extent permitted by law and government regulations and the right to be informed of the consequences of such refusal of treatment.
- Question the adequacy of care being provided.
- Have privacy and confidentiality concerning your medical care and records to the extent permitted by law. You have the right, and will be afforded the opportunity, to approve or refuse the release of such information, except when release is required by law or the Department of Defense.
- Know the identity and professional status of the health care provider primarily responsible for providing and managing your care, as well as other health care personnel involved in your treatment.
- Participate in decisions involving your health care. Members who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
- Understand an explanation of the diagnosis, treatment, and prognosis of your illness.
- Be informed of possible complications, risks, benefits, and alternative treatments associated with consent or refusal for treatment in order to make knowledgeable decisions about your course of care.
- Be advised if the US Family Health Plan proposes to engage in or perform experimental research in order to make knowledgeable decisions about your care. You have the right to refuse to participate in experimental research.

- Receive care and treatment in a safe environment and to be informed of the facility's rules and regulations that relate to patient and visitor conduct.
- Be informed of the US Family Health Plan member grievance and appeal system, designated for the initiation, review, and resolution of patient complaints and appeals. You have the right to file complaints and appeals with US Family Health Plan, as outlined in the Grievances and Appeals Processes section of the Member Handbook.
- Use our internal complaint and appeal processes to address concerns that may arise.
- Receive considerate, respectful care from all members of the health care system without discrimination based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information or source of payment.
- Report recommendations or questions you have to a Member Services Representative. Doing so will help us better serve all members.

## **Members' Responsibilities**

***As a US Family Health Plan member, you are responsible for:***

- Becoming knowledgeable about your health plan coverage and health plan options, including all covered benefits, limitations and exclusions, rules regarding use of network providers, coverage and referral rules, appropriate processes to secure additional information, and the process to appeal coverage decisions.
- Providing your physician complete information, to the best of your knowledge, regarding your past medical history and other matters relating to your health.
- Becoming involved in specific health care decisions.
- Complying with the medical and nursing treatment plan, including the follow-up care, agreed upon by you and your health care provider(s). This includes keeping appointments and notifying providers, in a timely manner, when an appointment cannot be kept. You also have the responsibility of letting your provider know whether or not you understand the treatment plan and what is expected of you.
- Maximizing healthy habits, such as exercising, not smoking, and maintaining a healthy diet.
- Making a good-faith effort to meet financial obligations, including paying applicable copayments at the time the services are received.
- Following the claims process and using the disputed claims process when you have a disagreement concerning your claims.
- Being considerate of the rights of other patients, and of US Family Health Plan personnel and network providers.
- Being respectful of the property of other persons and facilities.
- Following provider facility rules and regulations affecting patient conduct, including no-smoking rules, parking regulations, etc.
- Reporting wrongdoing and suspected fraud to appropriate resources or legal authorities.