

## Members' Rights

1. Members have the right to courteous and considerate treatment; to be treated with respect and recognition of their dignity and right to privacy. Members have the right to participate with practitioners in the decision making regarding their health care.
2. Members have the right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
3. Members have the right to receive reasonable information regarding the risk for a given treatment, the length of disability and the qualifications of the care provider prior to giving consent for any procedure.
4. In certain situations, a Member has the right for an additional medical or surgical opinion when you, your treating physician or the Plan feels this would be helpful in determining a diagnosis or course of treatment. Member may go outside the medical group if the specialist's treatment plan recommends another opinion or the required specialty is not offered by the medical group.
5. Members have the right to a timely response to a request for services, complaints and inquiries regarding their health benefits and services.
6. Members have the right to receive upon request, the names, specialties and the titles of the professionals responsible for their care.
7. Members have the right to receive information about the managed care organization, its services, its practitioners and providers, and members' rights and responsibilities.
8. Members have the right to be fully informed of CCHP's grievance procedure and how to use it without fear of prejudicial treatment from their health care provider.
9. Members have the right to voice complaints or appeals about the managed care organization or the care provided.
10. Members have a right to make recommendations regarding the organization's members' right and responsibilities policies.
11. Members have the right to be informed about their available health plan benefits, including a clear explanation about how to obtain service.
12. Members have the right to receive appropriate preventive health services as indicated in their Evidence of Coverage (EOC).
13. Members have the right to inspect and copy their own medical information that are used to make decisions about their health care.
14. Members have the right to ask to amend their own health care information that CCHP has when they consider it is incorrect or incomplete.
15. Members have the right to request a list of all disclosures of their protected health information that CCHP has made.
16. Members have the right to request a restriction or limitation of their protected health information that CCHP uses or discloses.
17. Members have the right to request that CCHP communicates with one about health matters in a confidential manner.
18. Members have the right to receive a copy of CCHP's Notice of Privacy Practices.

## Members' Responsibilities

1. Members are responsible for knowing their health benefits and services and how to obtain them.
2. Members are responsible for contacting their physician or CCHP coordinator with any questions or concerns regarding health benefits or services.
3. Members have a responsibility to provide, to the extent possible, information that the managed care organization and its practitioners and providers need in order to care for them.
4. Members are responsible for cooperating with those providing health care services; however, they have the right to refuse medical treatment.
5. Members have a responsibility to follow the plans and instructions for care that they have agreed upon with their practitioners.
6. Sometimes there may be another source responsible to pay for health care, such as liability insurance after an accident. In these cases, members have the responsibility to cooperate with their health plan for proper reimbursement of injury treatment by the other source to their health plan.