

# PATIENT/MEMBER RIGHTS AND RESPONSIBILITIES



Network Medical Management has a commitment to treating members in a manner that respects their rights, and its expectations of members' responsibilities.

## **Member Rights**

- Members have a right to receive discoverable information about the managed care organization, its services, its practitioners and providers, and members' rights and responsibilities.
- Members have a right to be treated with respect and recognition of their dignity and right to privacy.
- Members have a right to be educated regarding their health needs and findings of their history/physical examinations therefore having the right to participate with practitioners in decision making regarding their health care. If a member is unable to fully participate or *who is incapable of doing so because of physical or mental limitations* in their treatment decisions and *or in facilitating care* they have a right to be represented by parents, guardians, family members or other conservators.
- *The member or the member's representative have a right to be involved in decisions about withholding resuscitation services or defining/withdrawing life sustaining treatment.*
- Members have a right to candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage, therefore having the right to choose the final course of action among clinical acceptable choices.
- Members have a right to voice complaints or appeals about the managed care organization or the care provided.
- Members have the right to make recommendations regarding the medical group's member's rights and responsibilities.
- Members have the right to be informed on the availability of free language interpretive service (Title VI of the Civil Right Act of 1964).
- Members have the right to receive this policy description to include the provision of member information in large print and Braille formats or recorded cassettes for visually impaired.

## **Member's Responsibilities:**

- Members have a responsibility to provide, to the extent possible, information that the managed care organization and its practitioners need in order to care for them.
- Members have a responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.
- Members have a responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.
- Members have the responsibility to understand their health problems and participate in developing mutually agrees upon goals to the degree possible.
- Members have the responsibility to pay all required fees, co-payments and deductibles at the time services are received.
- Members have the responsibility to understand their health care insurance coverage's.

In addition to maintaining mutual respectful relationship Network Medical Management ensures that members are not discriminated against in the delivery of health care services consistent with the benefits covered in their policy based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.