

As a Cooperative **member, you have the RIGHT to:**

- Receive all of your covered benefits.
- Receive quality care in a timely manner.
- Be treated with respect and dignity.
- Have your health information be kept private (please see our Notice of Privacy Practices for more detail).
- Be free from any form of seclusions or restraints used as a means of force, control, ease, reprisal.
- Receive information on treatment options and alternatives including the right to request a second opinion.
- Receive information in a language and format you understand and that takes into consideration your culture and beliefs.
- Understand your treatment and provide informed consent before you have a service or procedure.
- Participate in decisions regarding your health care.
- Refuse treatment.
- Expect that your primary care provider will coordinate and monitor your care.
- File a grievance or otherwise express concerns regarding your care or service.
- Receive information on how to designate someone to make treatment decisions for you if you are not able to.
- Direct access to routine and preventive services in an office setting, such as mammograms and most vaccines, including the flu shot or meningitis vaccine.
- You may switch HMOs without cause during the first 90 days of Group Health Cooperative of Eau Claire's enrollment.
- You have the right to switch HMOs, without cause, if the State imposes sanctions or temporary management on Group Health Cooperative of Eau Claire.
- You have the right to receive information from Group Health Cooperative of Eau Claire regarding any significant changes with Group Health Cooperative of Eau Claire at least 30 days before the effective date of the change.
- You have the right to be free to exercise your rights without adverse treatment by the Cooperative and its network providers.
- You have the right to have an interpreter with you during any BadgerCare Plus or Medicaid SSI covered service.
- You have the right to get health services as provided for in federal and state law. All covered services must be available and accessible to you. When medically appropriate, services must be available 24 hours a day, seven days a week.
- You have the right to disenroll from the Cooperative if:
  - › You move out of the Cooperative's service area.
  - › The Cooperative does not for moral or religious objections, cover a service you want.
  - › You need a related service performed at the same time, not all related services are available within the provider network and your PCC or another provider determines that receiving the services separately could put you at unnecessary risk.

- › Other reasons, including poor quality of care, lack of access to services covered under the contract or lack of access to providers experienced in dealing with your care needs.

You have the right to disenroll from the Cooperative at anytime.

As a Cooperative member, **you have the RESPONSIBILITY to:**

- Read and understand your benefits, or call us if you have questions.
- Select a primary care clinic/doctor from any in-network provider.
- Use providers in the network, unless it is an emergency.
- Provide us and your providers with complete and accurate information about your health.
- Report changes in your health to your doctor and understand the care being provided to you.
- Keep your scheduled appointments or call your provider if you need to cancel.
- Contact us to update your address or phone number if it changes. Provide us with complete information about other insurance you have.

### **Your Civil Rights:**

Group Health Cooperative of Eau Claire provides covered services to all eligible members regardless of:

- Age
- Race
- Religion
- Color
- Disability
- Sex
- Sexual orientation
- National origin
- Marital status
- Arrest or conviction record
- Military participation

All medically necessary covered services are available and will be provided in the same manner to all members. All persons or organizations connected with the Cooperative who refer or recommend members for services shall do so in the same manner for all members.

Translating or interpreting services are available for those members who need them. This service is free.