



KMTSJ, Inc.

DEPARTMENT:	Service Department
SUBJECT:	Member Rights and Responsibilities
PRODUCT LINE:	Commercial
POLICY NUMBER:	MS173
ORIGINAL POLICY EFFECTIVE DATE:	02/17/2022
LAST REVISED DATE:	04/14/2022
LAST REVIEWED DATE:	04/14/2022

SCOPE:

To ensure Group Health Cooperative of Eau Claire meets the needs of its members by ensuring each member is given and understands their rights and responsibilities.

POLICY:

It is the policy of Group Health Cooperative of Eau Claire to provide a copy of the Members Rights and Responsibilities and ensure members understand them. A copy of this notice will be posted on the Cooperative’s public website and incorporated into significant member communications, such as the Member Handbook. A copy will also be available to members and providers upon request via email, fax, or paper.

PROCEDURE:

Members have the RIGHT to:

- **Receive full benefits.** Receive all the benefits to which they are entitled under their plan.
- **Quality and timely care.** Receive quality health care through their Primary Care Clinic and network providers in a timely manner and in a medically appropriate setting.
- **Respect.** Be treated with respect and with due consideration for his or her dignity and privacy.
- **Privacy of health information.** Privacy and confidentiality concerning their medical care in accordance with the Cooperative’s Notice of Privacy Practices, including the following rights:
 - > Access and inspect health information. Request to access and/or inspect your protected health information in a designated record set. Please see the Notice of Privacy Practices for more information.
 - > Accounting of disclosures. Receive an accounting of disclosures made by us of your protected health information after April 14, 2003. Please see the Notice of Privacy Practices for more information.
 - > Restriction on disclosures. Request a restriction or limitation on the health information we use or disclose about you for treatment, payment or health care operations. Please see the Notice of Privacy Practices for more information.
 - > Copies of health information. If the privacy rule, as set forth in 45 CFR parts 160 and 164 subparts A and E applies, request and receive a copy of his or her medical records, and request that they be amended or corrected, as specified in 45 CFR 164.524 and 164.526.
 - > Alternate communications. Request that communications from the Cooperative be sent to an alternate location or by an alternate means. The Cooperative will accommodate reasonable requests for such confidential communications. You are not required to give a reason for this request.
- **Freedom from seclusions and restraints.** Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in other Federal regulations on the use of restraints and seclusion.
- **Treatment options and alternatives.** Receive information on available treatment options and alternatives presented in a manner appropriate to the enrollee’s condition and ability to understand.
- **Cultural competency and nondiscrimination in service delivery.** Receive benefit and other important communications in alternate formats if needed, including non-English languages and via use of auxiliary aids/devices, in accordance with the Language and Accessibility Policy and Nondiscrimination Statement.
- **Informed consent.** Receive from a physician or other provider information necessary to give informed consent prior to the start of any procedure or treatment.




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- **Participation in health care decisions.** Participate in discussion regarding his or her health care and appropriate or medically necessary treatment options, including the right to refuse treatment regardless of cost or benefit coverage.
- **Refuse treatment.** Refuse treatment to the extent permitted by law and to be informed of the medical consequences of that decision (including refusal to participate in research).
- **Benefit rules.** Receive written documentation regarding rules and regulations of their health care benefits.
- **Primary Care coordination.** Expect their Primary Care Clinic to coordinate and monitor their care.
- **Grievances and complaints.** Voice complaints or appeals about the Cooperative or the care it provides without facing discrimination.
- **Powers of Attorney and Advance Directives.** Designate an individual to make treatment decisions on their behalf in the event that they are unable to do so.
- **Direct access to certain care.** Receive direct access (without authorization or referral) to innetwork women’s health specialists for females seeking routine and preventive services, including mammography; and certain immunizations in an office setting (such as influenza and meningococcal).
- **Organization.** Right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities and make recommendations regarding the members rights and responsibilities policy.

Members have the RESPONSIBILITY to:

- **Select a network primary care provider.** Select their Primary Care Clinic from the Cooperative’s Provider Directory. Primary Care Clinics will coordinate and monitor their member’s health care needs.
- **Use the network for most services.** Use the Cooperative’s providers, hospitals, laboratories or other diagnostic facilities whenever possible, unless members are in an emergency.
- **Provide accurate health information.** Provide complete and honest information about their health care status, including medications and allergies.
- **Report changes in health condition.** Report unexpected changes in their medical condition to their medical providers, and make it known whether they understand the contemplated course of action and what is expected of them.
- **Keep provider appointments.** Keep appointments and notify the medical office of their cancellation.
- **Notify us of demographic changes.** Notify the Cooperative whenever they change their address or phone number so that records may be updated.
- **Read and understand their benefits.** Read and understand their Member Handbook, policy form/documents, authorization guidelines, and other benefit and coverage information.
- **Coordinate benefits.** Provide accurate and complete information to the Cooperative about other health care coverage and/or insurance benefits they may carry.
- **Follow treatment plans.** Actively participate in care and follow the treatment plan recommended by their doctor.
- **Provide information on advance directives.** Notify the Cooperative and providers of any advance directives that may affect care.
- **Understand health problems.** To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

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Reference Sources:

Dual Spurlock

APPROVED: _____

DATE: 04/14/2022