 <p>KMTSJ, Inc.</p>	DEPARTMENT:	Service Department
	SUBJECT:	Member Rights and Responsibilities
	PRODUCT LINE:	Commercial
	POLICY NUMBER:	MS173
	ORIGINAL POLICY EFFECTIVE DATE:	02/17/2022
	LAST REVISED DATE:	11/18/2022
	LAST REVIEWED DATE:	11/13/2023

SCOPE:

To ensure Group Health Cooperative of Eau Claire (the Cooperative) meets the needs of its members and providers by ensuring each member and provider understands their member rights and responsibilities.

POLICY:

It is the policy of the Cooperative to provide new members and providers with a copy of the Member Rights and Responsibilities. Existing members and providers will receive a copy of the Member Rights and Responsibilities, if requested. Member Rights and Responsibilities are posted on the Cooperative's public website and incorporated into significant member communications, such as the Commercial Welcome Packet. A copy will also be made available to members and providers upon request via email, fax, or paper at no cost to them.


PROCEDURE:

MEMBER RIGHTS

- A right to receive information about the Cooperative, its services, its practitioners and providers and member rights and responsibilities.
- A right to be treated with respect and recognition of their dignity and their right to privacy.
- A right to participate with practitioners in making decisions about their health care.
- A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about the Cooperative or the care it provides.
- A right to make recommendations regarding the Cooperative's member rights and responsibilities policy.

MEMBER RESPONSIBILITIES

- A responsibility to supply information (to the extent possible) that the Cooperative and its practitioners and providers need in order to provide care.
- A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
- A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

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Reference Sources:

APPROVED: *Dual Spurlock* DATE: 11/13/2023

Formal policies and procedures require department manager review, approval and signature. Executive and/or administrative policies and procedures require CEO/General Manager review, approval and signature.

REVISION HISTORY:

Rev. Date	Revised By/Title	Summary of Revision
02/17/2022	Dual Spurlock/Service Manager	Policy was created to separate lines of business (Commercial/BadgerCare Plus/SSI)
04/14/2022	Dual Spurlock/Service Manager	Updated policy to reflect NCQA guidelines
11/18/2022	Dual Spurlock/Service Manager	Updated policy to reflect NCQA guidelines.
11/13/2023	Dual Spurlock/Director of Member and Provider Relations	No changes