

Health Partners Member Rights and Responsibilities

The following information is provided to Health Partners members in their member handbooks, as well as in other plan publications periodically, so that they are informed of their rights and responsibilities. It is also posted on our website at www.healthpart.com.

Note: *This information pertains to Health Partners (Medicaid) members ONLY.*

As a Health Partners member, you have the right to know about your Rights and Responsibilities. You are free to exercise these rights. Exercising these rights will not negatively affect the way you are treated by Health Partners, its participating providers or other State agencies.

When making your health care decisions, you have the right to not feel as though Health Partners is restraining, isolating, bullying, punishing, or retaliating against you.

Member Rights

As a member of Health Partners, you have many rights including:

1. You have the right to know about all the benefits and services offered by Health Partners. You have the right to know about policies that can affect your membership.
2. You have the right to make recommendations about Health Partners' member rights and responsibilities.
3. You have the right to be a part of decisions made by Health Partners and its participating doctors that affect your personal health care and your membership.
4. You have the right to be treated fairly and to have your right to respect, dignity and privacy protected.
5. You have the right to expect that information you provide to Health Partners, your medical records and anything you discuss with your doctor will be treated confidentially, and will not be released to others without your permission.
6. You have the right to request a specialist to help meet your special needs by serving as your primary care provider.
7. If a problem comes up, you have the right to question decisions made by Health Partners or its participating doctors.
8. You have the right to basic information about doctors and other providers who participate with Health Partners. You have the right to choose from these providers, and to refuse care from specific doctors. You have the right to voice complaints and grievances about Health Partners or care provided.
9. You have the right to file a Department of Public Welfare (DPW) Fair Hearing appeal if you receive a denial of service or if Health Partners does not process your complaint or grievance request in a timely manner.
10. You have the right to be present either in person or by telephone at the appeal hearing and to bring a family member, friend, lawyer or other person to help you.
11. You have the right to use an Advance Directive to say how you want your medical care handled. This written statement will be used if you are too sick to speak for yourself.

12. You have the right to have access to your medical records in accordance with Federal and State laws. If you would like a copy of your records, please call Health Partners' Member Relations Department at **1-800-553-0784** or **215-894-9600** for help.
13. You have the right to talk openly with your doctor about all treatments that may be right for your health problem, whether or not Health Partners covers them, and without regard to cost.
14. You have the right to receive information on available treatment options and alternatives. Your treatment options should be presented in a way that is clear to you. You also have the right to refuse treatment options from your doctor.
15. You have the right to request a copy of the clinical criteria used by HealthPartners in making a medical necessity decision.

Member Responsibilities

You also have many duties as a member of Health Partners, including:

1. You have the duty to tell Health Partners and its participating doctors about information that may affect your membership or your right to program benefits. For example, if you move to another address, you must call Health Partners and your PCP and tell us your new address.
2. You have the responsibility to learn about your health problems and work with your doctor to develop a plan for your care.
3. You have the duty to help with your health care by following the membership rules. For example, you must call your PCP when you need urgent care, and after getting emergency care.
4. You have the duty to follow your PCP's instructions such as taking medicine on schedule. You also have the duty to take your children to their PCP for care.
5. You have the duty to inform your doctor about your health history, and to sign a consent form so your doctor can receive a copy of your medical records.
6. You have the duty to make and keep appointments, to be on time, and to call to cancel an appointment or to report that you will be late.
7. You have the duty to treat your PCP and other health care providers with respect and dignity.
8. You have the duty to use our participating providers for all your health care needs. This includes PCPs, specialists, hospitals, pharmacies and any other providers you use as a Health Partners member.