

I. Members have the right to:

1. Receive information about the provider group, its services, its practitioners and providers, and members' rights and responsibilities
2. You have the right to be free from retaliation or force of any kind when making decisions about your care
3. Be treated with respect and recognition of their dignity and right to privacy.
4. Participate with practitioners in making decisions regarding their health care.
5. A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
6. Receive medically necessary covered services without regard to race, religion, age, gender, national origin, disability, sexual identity or orientation, family composition or size, or medical condition or stage of illness.
7. To have providers share findings of medical history and physical exams.
8. To discuss potential treatment options (including those that may be self-administered) and the risks, benefits and consequences of treatment or non-treatment.
9. Be informed of the side effects and management of symptoms (without regard to plan coverage).
10. Receive sufficient information, to be able to provide input into the proposed treatment plan and has the final say in the course of action to take among clinically acceptable choices.
11. Be informed of specific health care needs which require follow-up and receive, as appropriate, training in self-care and other measures members may take to promote their own health.
12. To specify under what circumstances services are coordinated and the methods for coordination.
13. To have a representative to facilitate care or treatment decisions for a Medicare Advantage member who is incapable of doing so because of physical or mental limitations.
14. To ensure that the IPA and the provider have the information required for effective patient care.
15. To ensure that there is appropriate exchange of information among the provider network components.
16. Receive family planning services, services at federally qualified health centers or Indian Health Centers, sexually transmitted disease (STD) services, and emergency services outside the network as stated in Federal Law.
17. Receive emergency care whenever necessary and wherever the member needs it.
18. Receive sensitive services, such as family planning or mental health care in a confidential way.
19. Request an interpreter or linguistic services in their primary language.
20. Request any communication to be provided in their primary language.
21. Choose a primary care physician within the network.
22. Decide about their care, including the decision to stop treatment.
23. Decide in advance how they want to be cared for in case of life threatening illness or injury.
24. To provide a written addendum with respect to any item or statement in their medical record, if they believe the record is incomplete or incorrect.

25. Review, request corrections to, and receive a copy of their medical records.
26. Keep their medical information and records confidential, unless they say differently. The member has the right to amend their Protected Health Information (PHI) and obtain accounts of the disclosure of their (PHI) for treatment, payment and health care operations or disclosures for which the member has provided an authorization.
27. To authorize/deny release of PHI beyond uses for treatment, payment or health care operations.
28. To view all records, materials, and documents used in making a coverage determination, and are entitled to copies of their health information in electronic format from any health plan or health care provider that uses or maintains electronic health records. Medical information is released after member authorization and in accordance with applicable Federal or State law.
29. To voice grievances/complaints or appeals about the Provider Group or the care provided.
30. Complain about their Health Plan, its providers, or their care. They may appeal the Health Plan's decisions. They have the right to choose someone to represent them during the grievance process. They have the right for their complaints and appeals to be reviewed as quickly as possible. Medi-Cal members have the right to request a fair hearing.
31. Request an external independent review.
32. Disenroll from the IPA or Medical Group or Health Plan.
33. Request a second opinion about a medical condition.
34. Make recommendations regarding the IPA rights and responsibilities.

II. Members have certain responsibilities:

1. Be familiar with and ask questions about their health plan coverage.
2. Follow the procedures indicated by their physician, Health Plan, and Medi-Cal program.
3. You are responsible for treating and all providers, physician and staff with courtesy and respect. This includes being on time for their visits or calling their physician if they need to cancel or reschedule an appointment.
4. Give accurate information to the Health Plan, physician and any other provider.
5. Be a part of their health care decisions. Ask the physician questions if they do not understand.
6. Work with their physician to make plans for their health care.
7. Follow the plans and instructions for care that they have agreed on with their practitioners.
8. Supply information (to the extent possible) that the PMG/IPA and its practitioners and providers need in order to provide care.
9. Follow plans and instructions for care that they have agreed on with their practitioners.
10. Understand their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
11. Immunize their children by age 2 years and always keep their children's immunizations up to date.
12. Call their physician when they need routine or urgent health care.

13. Care for their own health and avoid knowingly spreading disease to others.
14. Use the Health Plan's complaint process to file a complaint.
15. Report any wrongdoing or fraud to the Health Plan or the proper authorities.
16. Understand that there are risks in receiving health care and limits to what can be done for them medically.
17. Understand that it is a health care provider's duty to be efficient and fair in caring for them as well as other patients.
18. You have the right to request an interpreter at no charge and not to use a family member or a friend to translate for you.