

Member rights and responsibilities

Member rights

You have the right to:

- Receive information about the organization, its services, its practitioners and providers
- Be treated with respect and with due consideration for your dignity and privacy
- Receive information about your treatment options and alternatives, in a way that you can understand them
- Talk to your providers and the health plan about your medical care and treatment plan
- Receive information on treatment options regardless of cost or coverage
- Refuse treatment directly or through an advance directive
- Participate with practitioners in making decisions about your health care
- Be free from any action of being held against your will or cut off from others when these actions are intended to pressure you into doing something, punish you, or show revenge against you or make it easier for the medical staff
- Review your medical records and request changes and/or additions to any area you feel is needed
- Change your PMP at any time for any reason
- Tell us if you are not satisfied with your treatment or with us; you can expect a prompt response
- Voice complaints or file an appeal
- Know that you will not be treated poorly if you file a grievance or complaint about the health plan or the care provided
- Make suggestions about our member rights and responsibilities policies
- Talk to your Navigator or Care Manager to ask questions, get help or better understand your health care
- Receive information:
 - In the format that you need, like braille, large print or audio
 - In the language you need

Questions? Visit [UHCommunityPlan.com/IN](https://www.uhc.com/communityplan),
or call Member Services at **1-800-832-4643**, TTY **711**.

Member responsibilities

You have the responsibility to:

Use services

- Ask questions if you do not understand your rights or plan of treatment
- Keep your appointments
- Cancel appointments in advance when you cannot keep them
- Contact your PMP first for non-emergency medical needs
- Understand when you should and should not go to an emergency room
- Know whom to call if you need a ride to the doctor or for other covered services
- Treat providers and health plan staff with respect and dignity
- Be in charge of your planning meeting
- Ask anyone you want to come to your planning meetings
- Choose your goals to work on and what is on your plan
- Follow plans and instructions for agreed upon care
- Schedule your person-centered planning meeting at a time and place when the people who you want to attend are available
- Agree to the services I want from the choice of services you can have
- Pick an available provider you want to give you your services
- Know that you may need help from your guardian, family and/or friends to make good choices

Give information

- Tell your PMP and Navigator or Care Manager about your health and changes in your health
- Tell your Navigator about changes in your private insurance. This includes adding or ending other insurance.
- Talk to your providers and your Care Manager about your health care. Ask questions about the ways your health problems can be treated.
- Notify your Care Manager and the Indiana FSSA if your family size changes, if you move or if your income changes

“Healthier lives. Healthier you.”

- Work as a team with your PMP and Care Manager to decide what care is best for you
- Understand how what you do can affect your health
- Do the best you can to stay healthy
- Treat providers and staff with respect. This includes refraining from use of disparaging remarks, racial or ethnic slurs, profanity towards providers, caregivers and/or Care Managers.