

## MEMBER RIGHTS AND RESPONSIBILITIES

### You have the right to:

- > To ask for more information on our structure and operations, as well as information on how we select participating doctors and what is expected of them and our physician incentive plans
- > Make recommendations about our member rights and responsibilities policy
- > To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- > Be treated fairly with dignity, courtesy, and respect
- > Medical care regardless of your race, color, nationality, disability, sex, religion, or age
- > Be furnished healthcare services under access and quality standards
- > Get emergency and urgent care 24 hours a day, seven days a week
- > Get information about SelectHealth, its services, its providers and doctors
- > Have a guide that explains your benefits and services and how to get them
- > Choose or change your primary care physician and other doctors
- > Get a second opinion from another doctor
- > Participate with doctors in making decisions about your healthcare
- > Get information on available treatment options and alternatives, regardless of cost or benefit coverage
- > Have information presented in a manner appropriate to your condition and ability to understand
- > Be told the risks, benefits, and results of having or not having treatment
- > Say no to treatment
- > Not feel controlled or forced into making healthcare choices
- > Express your choices about future treatments
- > Keep health problems discussed with your doctors private
- > See your health records and ask that they be amended or fixed
- > Have a Living Will
- > File complaints and get a reply
- > Appeal a ruling made by SelectHealth
- > Ask for a state fair hearing if they disagree with the result of your appeal
- > Decide to leave CHIP
- > Be told of changes made to the Member Rights and Responsibilities at least once a year
- > Exercise these rights without fear of retaliation by SelectHealth, providers, or the Department of Health



We will tell you if any changes are made to the above list. We will do this at least once a year.

**You are responsible to:**

- > Follow the rules of your plan
- > Carry your CHIP ID Card at all times
- > Read your CHIP Member Handbook and ask questions
- > Choose a CHIP primary care doctor
- > Use CHIP doctors when you can
- > Have your PCP and us help you with your care
- > Work with your doctor so he or she can give you the best care
- > Be open and frank when you talk with your doctor
- > Be sure you know what the doctor says for you to do for treatment
- > Know what will happen if you turn down treatment
- > Treat your doctor, staff, and other patients with respect
- > Show up for scheduled visits
- > Arrive on time for visits
- > Call ahead of time if you cannot make a visit
- > Tell your complaints to Member Services

