

MEMBER RIGHTS AND RESPONSIBILITIES



Your Rights

As a partner with your GlobalHealth Plan, your physician and other health care professionals who may be involved in your care, you or your legal designee have the right to:

- Receive information about GlobalHealth's organization, its services, and its Practitioners and Providers.
- Be treated with dignity and respect.
- Participate with Practitioners in making decisions about your health care.
- A candid discussion of all appropriate, Medically Necessary treatment options for your condition, regardless of the cost of care or benefit coverage.
- Voice complaints or Appeals about GlobalHealth or the care provided.
- Make recommendations regarding GlobalHealth's Member Rights and Responsibilities policy.
- Freely communicate with Practitioner about treatment options, regardless of benefit coverage limitations.
- A right to ask about any health care concerns, request medical advice or obtain additional information about a prescribed treatment in order to make an informed decision or refuse a course of treatment.
- Completely understand your medical condition, health status, and the medications prescribed for you - what they are, what they are for, how to take them properly, and possible side effects.
- Appeal any unfavorable medical or administrative decisions by following the established Appeal and Grievance procedures of your Plan. You have the right to an external or expedited review of an Adverse Determination when applicable.
- Know how your Health Plan operates – as stated in your *Member Handbook* and *Schedule of Benefits*.
- Have access to your PCP and referrals to Specialists when Medically Necessary or urgent.
- Use Emergency Services when you, as a Prudent Layperson acting reasonably, believe that an Emergency Medical Condition exists.
- Confidential treatment of all protected or individually identifiable health information as required by federal and state law.
- Information about contracted physician payment agreements, as well as explanations of benefits or claims processing determinations.
- Expect problems to be fairly examined and appropriately addressed.

You are entitled to exercise these rights regardless of race, national origin, gender, sexual orientation, marital status, or cultural, economic, educational, or religious background.

Your Responsibilities

You or your legal designee has the responsibility to:

- Supply information, to the extent possible, that GlobalHealth and its Practitioners and Providers need in order to provide care.
- Follow plans and instructions for care that you have agreed to with your Practitioner.
- Understand your health problems and participate in developing mutually agreed upon treatment goals, to the degree possible.
- Identify yourself by presenting your Member ID card (to physician, laboratory, Hospital, etc.) when receiving Medical Services.
- Be on time for all appointments and to notify your physician's office as far in advance as possible if you need to cancel or reschedule an appointment.
- Notify your PCP within forty-eight (48) hours, or as soon as possible, if you are hospitalized or receive emergency or out-of-area Urgent Care.
- Pay all required Copayments at the time you receive health care services.
- Review information regarding Covered Services, policies and procedures as stated in your *Member Handbook* or *Schedule of Benefits* booklet.
- Ask questions if you do not understand your health benefits or treatment recommendations.

GlobalHealth *Member Rights and Responsibilities* can also be found on the GlobalHealth website at www.globalhealth.com. A copy can be printed from our website or you may request a copy from Customer Care.

If you have any questions or concerns regarding the benefits outlined in this *Member Handbook*, please contact GlobalHealth's Customer Care Department.