

# GlobalHealth Member Rights and Responsibilities

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:

- Ask questions about any medical advice or prescribed treatment if you need an explanation or want more information in order to make an informed consent or refuse a course of treatment.
- A candid discussion of all appropriate, Medically Necessary treatment options that are recommended for your condition, regardless of the cost of care. You also have the right to participate in decisions regarding your medical care. 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.
- 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.
- 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.
- Be treated with dignity and respect.
- 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.
- Voice complaints about GlobalHealth or the care provided without discrimination, retaliation, or adverse effect.
- Expect problems to be fairly examined and appropriately addressed.
- Contact GlobalHealth's Customer Service Department for assistance with issues regarding your Health Plan or to make recommendations regarding GlobalHealth's Member Rights and Responsibilities.

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

## **You or your legal designee has the responsibility to:**

- Identify yourself by presenting your Member ID card (to physician, laboratory, Hospital, etc.) when receiving Medical Services.
- Provide, to the extent possible, all information and medical records that your physician and/or the Plan need to give you appropriate care.
- Understand your health problems and participate in mutually agreed upon treatment goals to the degree possible.
- 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.

- Do your part to improve your own health condition by following treatment plans, instructions, and care that you have agreed on with your physician(s).
- 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](http://www.globalhealth.com). A copy of the GlobalHealth's Member Rights and Responsibilities statement can be printed from the GlobalHealth website or you may request a printed copy from Customer Service.

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