

# Health Design Plus Member Bill of Rights

## **As a Health Plan member you have the right to:**

- Be treated with respect and dignity by personnel.
- Privacy and confidentiality in discussing treatments, tests or procedures you receive.
- Voice concerns about the service and care you receive.
- Register complaints and appeals concerning the care provided to you.
- Receive timely responses to your concerns.
- Be provided with access to health care, physicians and other health care professionals.
- Participate with your physician and other caregivers in decision about your care.
- Have coverage decisions and claims processed according to Health Plan documents and regulatory standards.

## **As a Health Plan member, you are responsible to:**

- Know and confirm your benefits before receiving treatment.
- Show your Medical ID card before receiving health care services.
- Pay any necessary copayment at the time you receive treatment.
- Use emergency room services only for injury or illness that, in the judgment of a reasonable person, requires immediate treatment to avoid jeopardy to life or health.
- Provide information needed for your care.
- Participate in understanding your health problems and developing mutually agreed upon treatment goals.
- Call customer service when you have a question about your eligibility, benefits, claims and more.
- Know whether or not your hospital, physician or health care professional is participating in your Health Plan network before receiving services.