

Recognition of Rights of Members:

1. To be provided with information regarding member's rights and responsibilities.
2. To be provided with information about SWHP, its services and practitioners providing member's care.
3. To be treated with respect; member's provider and others caring for member will recognize his/her dignity and respect the need for privacy as much as possible.
4. To participate in decision-making regarding member's health care.
5. To have candid discussion of appropriate or medically necessary treatment options for member's conditions, regardless of cost or benefit coverage.
6. To voice complaints, appeals, or grievances about the member's coverage through SWHP or care provided by SWHP providers in accordance with member's Health Care Agreement.
7. To make recommendations regarding Scott & White Health Plan's members rights and responsibilities policies.
8. To have an advance directive Such as Living Will or Durable Power of Attorney for Health Care Directive, that expresses member's choice about future care of names someone to decide if member cannot speak for himself/herself.
9. To expect that medical information is kept confidential in accordance with member's Health Care Agreement.

The Members Responsibility:

1. To choose a primary care physician (PCP) and to notify a Customer Service Coordinator regarding any changes in PCP selection.
2. To provide information to Plan providers about member's health, including past illnesses, hospital stays, and use of medicine, and to provide copy of advance directive if one exists.
3. To follow instructions and rules and to abide by terms of member's Health Care Agreement.
4. To understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
5. To cooperate and to follow care prescribed to the best of member's ability as recommended by member's Plan providers.
6. To advise SWHP or Plan providers of any dissatisfaction member may have in regard to care received while a patient and to allow opportunity for intervention to alter outcome whenever possible.
7. To notify SWHP regarding any out-of-plan care.
8. To give Plan providers a copy of an advance directive, if one exists.