

Members' Rights and Responsibilities

Policy

The Scott and White Health Plan recognizes the rights of members:

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

The Scott and White Health Plan addresses the member's responsibility:

- To choose a primary care physician (PCP) and to notify a Member Relations Coordinator regarding any changes in PCP selection
- To notify SWHP regarding any out-of-Plan care
- 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
- To follow SWHP instructions and rules and to abide by terms of member's Health Care Agreement
- To cooperate and to follow care prescribed to the best of member's ability as recommended by member's Plan providers
- 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
- To understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- To give Plan providers a copy of an advance directive, if one exists.

Procedure

The Scott and White Health Plan shall inform all members of the rights and responsibilities by way of the Scott and White Health quarterly newsletter. All new members will receive a Members' Rights and Responsibility brochure with their enrollment materials.

The Scott and White Health Plan shall inform all Plan providers of the above members' rights and responsibilities by way of the provider newsletters. All new providers will receive a copy of the members' rights and responsibilities in the provider manual.

This policy and procedure will be reviewed annually by Scott and White Health Plan administration and will be updated as required.