



Member Rights and Responsibilities

Rights

1. A right to be provided with information regarding Member Rights and Responsibilities.
2. You have the right to received information out the organizations, its services, it practitioners and providers.
3. A right to be treated with respect and recognition of your dignity and right to privacy.
4. A right to participate with practitioners in making decisions about your health care.
5. A right to have candid discussion of appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
6. A right to voice complaints, grievances or appeals about the organization or the care it provides.
7. A right to make recommendations regarding the organization's member rights and responsibilities policy.
8. A right to have an advance directive such as Living Will or Durable Power of Attorney for healthcare Directive that expresses your choice about future care in the event you are unable to speak for yourself.
9. A right to expect that medical information is kept confidential in accordance with Member's Healthcare Agreement.
10. A right to select a Primary Care Physician (PCP) to coordinate your healthcare; however it is not a requirement.



Responsibilities

1. A responsibility to notify the Scott & White Health Plan regarding any out-of-plan care.
2. A responsibility to follow Scott & White Health Plan instructions and rules and abide by the terms of your healthcare agreement.
3. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
4. A responsibility to follow plan and instructions for care that you have agreed to with your practitioners.
5. A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
6. Responsible for providing the Scott & White Health Plan with a copy of an Advance Directive, if one exist.
7. A responsibility to advise Scott & White Health Plan or Scott & White Health Plan providers of any dissatisfaction you may have in regard to your care while a patient and to allow the opportunity for intervention to alter the outcome whenever possible.