

MedPOINT Management Member Rights Policy

The designated IPA/medical group Member has the right to:

- Exercise these rights without regard to gender, sexual orientation or cultural, economic, educational or religious background.
- Receive comprehensive information about the designated IPA/medical group, its services, providers and the health care delivery process. This information includes instructions on how to obtain care with various providers and at varied facilities (e.g., primary care, specialty care, behavioral health services, hospital services). Additionally, information will be included on how to obtain services outside the designated IPA/medical group system or service area.
- Be informed of emergent and non-emergent benefit coverage and cost of care, and receive an explanation of the member's financial obligations as appropriate, prior to incurring the expense (including co-payments, deductibles, and co-insurance).
- Be provided with information on how to obtain care after normal office hours and how to obtain emergency care including when to directly access emergency care or use 911 services.
- Examine and receive an explanation of bills generated for services delivered to the member.
- Be provided with information on how to submit a claim for covered services.
- Be informed of the name and qualifications of the physician who has primary responsibility for coordinating the member's care; and be informed of the names, qualifications, and specialties of other physicians and non-physicians who are involved in the member's care.
- Have 24-hour access to the member's primary care physician (or covering physicians).
- Receive complete information about the diagnosis, proposed course or treatment or procedure, alternate courses of treatment or non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable to the member, in order to give informed consent or to refuse that course of treatment.
- Candidly discuss appropriate or medically necessary treatment options for the member's condition, regardless of cost of benefit coverage.
- Receive confidential treatment of all member information and records used for any purpose.
- Actively participate in decisions regarding the member's health care and treatment plan. To the extent permitted by law, this includes the right to refuse any procedure or treatment. If the recommended procedure or treatment is refused, an explanation will be given addressing the effect that this will have on the member's health.
- Be treated with respect and recognition of their dignity and right to privacy.
- Receive considerable and respectful care with full consideration of the member's privacy.
- Be afforded the opportunity to consent or deny the release of identifiable medical or other information except when law requires the release. This activity includes non member-identifiable data shared with employers.
- Be informed of the policies and procedures concerned with the use of a drug formulary.
- Be informed of applicable rules in the various health care settings regarding member conduct.
- Express opinions or concerns about the IPA/medical group or the care provided and offer recommendations for change in the health care delivery process by contacting the IPA/medical group Member Services Department.
- Be allowed to make recommendations regarding the IPA's member rights and responsibilities policies.

- Be informed of the member complaints and appeals process including how to express a complaint or appeal about the IPA/medical group or the care it provides.
- Be informed of the termination of a primary care provider or practice site and receive assistance in selecting a new primary care provider or site in this situation.
- Change primary care physicians by contacting the health plan Member Services Department.
- Be provided with information on how the designated IPA/medical group evaluates with health plans, new technology for inclusion as a covered benefit.
- Receive reasonable continuity of care and be given timely and sensible responses to questions and requests made for service, care and payment (including complaints and appeals).
- Be informed of continuing health care requirements following office visits, treatments, procedures and hospitalizations.
- Have all member rights apply to the person who has the legal responsibility to make health care decisions for the member.
- Be responsible to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
- Be responsible to follow plans and instructions for care that has been agreed on with their practitioners.
- Be responsible to understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.