



Important plan information

What are my health care rights and responsibilities as a member of QUEST Integration?

UnitedHealthcare QUEST Integration has written policies and procedures to ensure compliance with federal and State laws and regulations pertaining to member rights. UnitedHealthcare QUEST Integration ensures that its employees, contracted providers and sub-contractors and vendors observe and protect all member rights.

Member rights and responsibilities, including those related to the grievance and appeals procedures

As a QUEST Integration member, you have the right to:

- Get information on your rights and in a way that you can understand easily, in alternative formats such as Braille or audio, and in a manner that takes into consideration any special needs you may have. Member information is available in Ilocano, Vietnamese, Chinese (Traditional) and Korean. These services are available at no cost to you.
- Be treated with respect for your dignity and privacy
- Have all records and medical and personal information kept private
- Get information on available treatment options, in an easy-to-understand way, regardless of cost or benefit coverage
- Take part in decisions on your health care, including the right to refuse treatment
- Be free from any form of restraints or seclusion unless it is needed for your health or for safety. Treatment shall not be used to control, punish, retaliate nor to be used for convenience only.
- Ask for and get a copy of your records and ask to amend or correct them
- Get health services in accordance with 42 CFR Sections 438.206 through 438.210 (e.g., availability of services, or get information in a way that you can easily understand)
- Freely use your rights and file a complaint or appeal without any effect on the way you are treated
- Have direct access to women's health care services and women's health providers that participate with UnitedHealthcare QUEST Integration
- Get a second opinion from an in-network provider at no cost
- Get services from non-UnitedHealthcare QUEST Integration providers, without having to pay extra, if the type of service you need is not available in our network
- Get services per waiting time standards
- Get care in a way that works for your culture
- Get coordinated services
- Have your privacy protected
- Take part in your service and care plan development, if you need one
- Have direct access to special doctors (if you have a special health care need)
- Not have services arbitrarily denied or reduced in amount, duration or scope solely due to diagnosis, type of illness or condition
- Get facts on cost sharing, if any



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TTY/TDD 711

- Get information about UnitedHealthcare Community Plan, its services, its organization, providers and practitioners
- Get a copy of these rights and responsibilities and make recommendations to them. Have them explained to you if you have questions.
- Only be responsible for cost sharing that is allowed by the State
- Patients' Bill of Rights and Responsibilities under the Hawai'i Revised Statutes (HRS) 432E. These rights include but are not limited to information about medical necessity, utilization reviews, grievance and appeals (including expedited internal appeal), request for external review (including expedited reviews), taking part in decision makings related to your health care, etc. Additional information about these rights can be found throughout the Member Handbook.
- **Not** be held liable for:
 - UnitedHealthcare Community Plan's debts if UnitedHealthcare Community Plan goes out of business
 - The covered services provided by UnitedHealthcare Community Plan for which the DHS does not pay UnitedHealthcare Community Plan
 - Covered services for which DHS or UnitedHealthcare Community Plan does not pay the provider
 - Payment of covered services given under a contract, referral, or other arrangement that is more than what you would owe if UnitedHealthcare Community Plan provided the services directly

Members that are eligible for Community Integration Services have the right to:

- A lease, or legally enforceable rental agreement that will include the same responsibilities and protection from eviction under the landlord tenant law
- Privacy in your living unit, including a lock on your door, with only appropriate staff having keys to the doors, as needed for safety checks
- Choose roommate(s) if you choose to have one
- Decorate your living unit within the guidelines of your lease or rental agreement
- Control your schedule and choose the activities to participate in
- Have visitors
- Choose where you want to live to allow you easy access to community resources and independence in making life choices
- Give consent prior to making any changes to your rights and responsibilities
- Get information and be informed of the reason(s) as to why changes are being made to your rights and responsibilities
- Get written information or documentation about the changes that are being made

As a QUEST Integration member, you have the responsibility to:

- Understand each right you have under QUEST Integration
- Ask questions if you do not understand your rights
- Report Changes that may affect your membership, such as change in household (movements in and out of a household, mailing address), phone number, death of a member or family member (spouse or dependent), transfer to LTSS, change in health status (pregnancy or permanent disability, employment (part-time or full-time job, including loss of job). When someone is admitted into a state mental hospital, Hawaii Youth Correctional Facility or prison, inability to meet citizenship, alien status, photo and identification documentation requirements, change in social security number, marriage, divorce, birth or adoption of a child, other health insurance coverage, etc. to your DHS case worker. You must provide these changes within ten (10) days of the change.
- Follow the QUEST Integration and Medicaid policies and procedures
- Learn and follow UnitedHealthcare Community Plan and Medicaid rules:
 - Choose a primary care provider
 - Make changes in your primary care provider as set up by UnitedHealthcare Community Plan
 - Keep your appointments
 - Cancel appointments in advance
 - Contact your primary care provider first for non-emergency care
 - Get approval from your primary care provider before going to a specialist
 - Understand when you should go to the emergency room
- Share health information that UnitedHealthcare Community Plan, your doctor or other health provider needs to provide care:
 - Talk to your providers about your health. Ask questions about your care.
 - Help your providers get your medical records
- Take part in decisions about treatment, make choices, and take action to maintain your health:
 - Work with your provider to decide what care is best
 - Understand your health problems and how things you do affect your health
 - Be informed about treatment options
 - Follow the advice, health action plans, and instructions you agreed to with your doctor. Let your doctor know if you need to make a change.
 - Treat providers and their staff with respect
- Report any wrongdoing or fraud you think may be happening
- Take appropriate care of medical equipment and supplies provided to you

Explanation of how to obtain advance directives

UnitedHealthcare covers advance care planning services between you and your provider without completing relevant legal forms.

The patient’s right to decide

All enrollees age 18 and older in health care facilities like hospitals, nursing homes, hospices, home health agencies, and health maintenance organizations have certain rights under Hawai‘i law.

You have a right to file an “Advance Directive.” An Advance Directive can be in the form of a living will or durable power of attorney which allows you to state your choices about health care, or to name someone to make those choices for you, if and when you become unable to make those decisions about health care treatment for yourself. It also allows you to make decisions about your future health care treatment. This document says, in advance, what kind of treatment you want or do not want when you may be under special, serious medical conditions, conditions that could prevent you from telling your provider how you want to be treated. For example, if you were taken to a health care facility in a coma, you most likely would want the facility’s staff to know your specific wishes about decisions affecting your treatment. An Advance Directive will let the providers know how you want your health care to be handled.

What is a Living Will?

A Living Will generally states the kind of health care you want or do not want if you become unable to make your own decisions. In Hawai‘i, the definition of “Life Prolonging Procedures” was changed by the government to include giving food and water to a person with a terminal illness. It is called a “Living Will” because it takes effect while you are still living. Hawai‘i’s law provides a suggested form to use for a Living Will. You may use it or some other form. You may wish to speak to an attorney or provider to be certain you have completed a Living Will so that your wishes will be understood.

What is a Durable Power of Attorney?

A Durable Power of Attorney is a signed, dated and witnessed paper naming another person such as a husband, wife, daughter, son or close friend as your agent. This person will then be the one who will make health care decisions for you if you should become unable to make them for yourself. You can include instructions about any treatment you want or wish to avoid. Hawai‘i law provides a suggested form to use for a Power of Attorney. You may use it or some other form. You may wish to name a second person as a backup who will stand in, if your first choice is not available.

You may wish to have both a Living Will and a Power of Attorney, or you may want to combine them into a single document that describes treatment choices in a variety of situations and name someone to make health care decisions for you should you be unable to make these decisions for yourself.

Do I have to write an Advance Directive under Hawai‘i law?

No, there is no legal requirement to complete an Advance Directive. However, if you have not made an Advance Directive or designated a Health Care Surrogate, health care decisions may be made for you by a court-appointed guardian, your spouse, your adult child, your parent, your adult sibling, an adult relative, or a close friend in that order. This person would be called a “proxy.”

Can I change my mind after I write a Living Will or designate a Power of Attorney?

Yes, you may change or cancel these documents at any time. If you were temporarily unable to make decisions related to your health care and are now able to make your own decisions you can make changes to your Advance Directive. Make sure that someone like your provider, attorney, or family member knows of any change by providing them with a copy of the updated advanced directive. Any change should be written, signed and dated. You can also change an Advance Directive by oral statement.

What if I have filled out an Advance Directive in another state and need treatment in a health care facility in Hawai'i?

An Advance Directive completed in another state, in compliance with the other state's law, can be honored in Hawai'i.

What should I do with my Advance Directive if I choose to have one?

Make sure that someone like your provider, attorney, or family member knows that you have an Advance Directive and where it is located. Consider the following:

- If you have a power of attorney, give a copy of the written designation form or the original to that person
- Give a copy of your Advance Directive to your provider for your health care file
- Keep a copy of your Advance Directive in a place where it can easily be found
- Keep a card or note in your purse or wallet that states that you have an Advance Directive and where it is located
- If you change your Advance Directive, make sure your provider, attorney and/or family member has the latest copy

How can I make an Advance Directive?

You can speak with your primary care provider or an attorney. You may also visit the Kokua Mau online website for information on advance care planning at kokuamau.org/polst/.



You have a right to choose a new health care provider in situations when a health care provider cannot honor the Advance Directive wishes of his/her patients due to objections of conscience. If you believe your provider is not following Advance Directive laws and regulations, you may file a complaint by calling the Consumer Complaint Hotline toll-free at **1-800-324-8680**. You may also file a complaint with the DOH, Office of Health Care Assurance at 808-692-7227.

For further information, ask those in charge of your care or contact Member Services.

Hawai'i State law requires that any changes to Advance Directive laws be provided to you as soon as possible, but no later than ninety (90) days after the effective date of the change.

UnitedHealthcare Advance Directive Policy

You can find a copy of our Advance Directives Policy online at myuhc.com/CommunityPlan. A copy can also be mailed or sent in various electronic form (i.e., email, fax) to all members eighteen (18) years and older.

How to access assistance for those with limited English proficiency

UnitedHealthcare Community Plan provides free aids and services to individuals with disabilities as well as free language services to those individuals whose primary language is not English. These services are to help Members communicate effectively with UnitedHealthcare. Services include:

- Qualified language interpreters or translators
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Information written in other languages

If you have trouble hearing over the phone, the Telecommunications Relay Service (TRS) can help. This service allows individuals with hearing or speech disabilities to place and receive telephone calls. This service is free. Call **711**, give them the toll-free Member Services number **1-888-980-8728** (TTY users **711**), and they will connect you to us. You do not have to look for an interpreter on your own and you do not have to use a friend or family to help you with interpreting or translation services. We are here to help you.

We can give you materials in a language and/or in a written format that is easier for you to understand. We have interpreters for you if your doctor does not speak your language. This is free when you speak to us or your doctors. If you do not speak English, call Member Services toll-free at **1-888-980-8728** (TTY users **711**). They will connect you with an interpreter.

If you need information in a language other than English (i.e., Ilocano, Vietnamese, Chinese (traditional), Korean, etc.), call Member Services. All written materials will be in font size that is at least a twelve (12) point font size. You can also get information in large print, braille or audio tapes. We can send you the information in another language within seven (7) days of the request. If the request is received after normal business hours, we will send you the information within seven (7) days of the next business day following the request.



Examples of written materials include but are not limited to:

- Provider Directory
- Member Handbook
- Appeals and Grievance Notices
- Adverse Benefit Determination Notices

Choosing your Primary Care Provider (PCP)

As our member, you will have a Primary Care Provider (PCP)

You'll visit your PCP when you aren't feeling well, and for yearly checkups. He or she will oversee all your health care and refer you to a specialist, if needed.

Your PCP can be a doctor, nurse practitioner, or clinic. You can choose from the many providers in our QUEST Integration Provider Network.

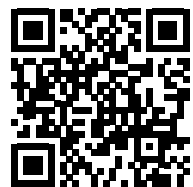
Check your member ID card

If you selected a PCP when you enrolled, the PCP's name and number will be listed on the front of your member ID card. If not, you can choose your PCP now.

There are 2 ways to find a network PCP

Call us. We can help you find a PCP close to you. Call Member Services toll-free at **1-888-980-8728**, TTY/TDD **711** or scan below.

Search online at myuhc.com/CommunityPlan. Then call Member Services so we can update your records and send you a new ID card.



If you wait, we will choose a PCP for you

If we don't hear from you within 10 days (excluding mailing time) of getting this new member welcome kit, we will select a PCP for you. We will also send you a new member ID card with your PCP's name and phone number.

Changing your PCP

You can change your PCP at any time. Just call us, and we will update your records for you.

Member Services:
toll-free 1-888-980-8728
TTY/TDD 711

Important information in your Member Handbook

As our member, you will be sent a Member Handbook

Your Member Handbook has information about your health plan. Please read through it. Keep it in a place where you can find it. Listed below are additional information. You can find more about this information in the Member Handbook.

- If you have a big change in your life, you need to tell us as soon as possible by calling us toll-free at **1-888-980-8728** (TTY users **711**). A big change could be a marriage, divorce, birth of a child, taking a new job, getting other health insurance, or other big changes. You may need to fill out new paperwork or show proof if you have a major change.
- If you are not happy about your care or disagree with a decision about your health care, please let us know. We can help you when you have questions or a grievance about your QUEST Integration services. You may not always be happy with our responses to your questions. You can express your dissatisfaction by filing a grievance or appeal. Our Member Services staff in Hawai'i is here to help you with this.

You may want your doctor or someone else to represent you. You can tell us who it is. Be prepared to give your consent in writing. You can use your own paper to tell us who you would like to represent you or you can use our Appointment of Representative (AOR) Form. You can download a free copy of the AOR Form by visiting myuhc.com/CommunityPlan. You can also call Member Services toll-free at **1-888-980-8728** (TTY users **711**) to request a free copy to be sent to you by mail, fax or email. This will help us know that we are assisting the right person.

Getting a copy of your Member Handbook

You can get a copy of your Member Handbook at any time. Just call us, and we will send it to you.

Your first language may not be English. We can help you in your preferred language. We can do this through a written translation or an oral interpretation at no cost to you. If you need other languages or an interpreter, please call Member Services.

Member Services:
toll-free 1-888-980-8728
(TTY users 711)





Your first language may not be English. We can give the answers in your preferred language. We can do this through a written translation or an oral interpretation. Call to access a telecommunication device for the deaf or text telephone TTY users 711 if you are hearing impaired.

Your grievance or appeal will be reviewed by someone who has not been involved in deciding anything about your case at any level. A health care professional with the appropriate clinical expertise will review cases that deal with clinical services such as:

- A grievance or appeal that deals with clinical issues
 - A grievance that deals with a review of an expedited appeal
 - An appeal that approves a service that is less than the service requested
 - An appeal of a denial due to lack of medical necessity
- Get connected. Sign up for 24/7 access to your health plan at myuhc.com/CommunityPlan. It's fast, easy and secure.

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex

English

Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728**, TTY **711**, to tell us which language you speak.

Ilocano

PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti **1-888-980-8728**, TTY **711**.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng serbisyo ng tulong sa wika ng walang bayad. Tumawag sa **1-888-980-8728**, TTY **711**.

Traditional Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-980-8728**, TTY **711**。

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-980-8728**, TTY **711**번으로 전화해 주십시오.

Vietnamese

CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-980-8728**, TTY **711**.



UnitedHealthcare Community Plan QUEST Integration is offered by UnitedHealthcare Insurance Company.

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