



Member rights and responsibilities

Member rights

As a member, you have the **right** to:

- Be treated with dignity and respect when getting health services
- Be given information on your medical benefits and plan information
- Be given privacy for you and your medical records
- Be given easy-to-understand explanations of your medical problems and treatment choices
- Stay involved in decisions about your treatment choices
- Get care 24 hours a day, seven days a week
- Get prompt answers to your complaints or appeals
- Appeal decisions made about health care you receive
- Use buildings and services that meet the standards of the Americans with Disabilities Act (ADA) — This means that persons with disabilities or physical problems can get into medical buildings and use important services.
- Get a second opinion from a different doctor
- Request and receive a copy of your medical records and request that they be changed or corrected
- Say no to treatment or therapy — If you say no, the health care provider or health plan must talk to you about what could happen, and a note must be in your medical record about the treatment refusal.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation, per federal regulations — This means a doctor cannot make you do something you do not want to do. The doctor cannot try to get back at you for something that you may have done.
- Be free from any restrictions on freedom of choice among network providers
- Receive information on available treatment options and alternatives, presented in a way that is right for your condition and that you can understand

Questions? Visit uhc.com/communityplan/indiana or myuhc.com/CommunityPlan, or call Member Services at **1-800-832-4643**, TTY 711.

Members receiving HCBS also have the right to:

- Have and review your service plan and care plan
- Request a fair hearing if you are:
 - Not given the choice of home and community-based waiver services that allow you to live in the setting of your choice (for example, a private home instead of a long-term care facility)
 - Denied the services or providers that you choose, or whose services were denied, suspended, reduced, or stopped

Member responsibilities

As a member, you have the **responsibility** to:

- Tell your providers about your medical conditions to the best of your ability
- Call your personal doctor (PMP) for all your medical care
- Keep all your appointments – If you cannot keep an appointment, call to cancel or reschedule as soon as you can.
- Tell your doctor if you do not understand what they tell you about your condition, care, or what you need to do
- Get all childhood shots for your children
- Call your doctor if you are not sure you are having a true emergency
- Follow the rules of your provider's office