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# Member rights and responsibilities

## Your rights as a MO HealthNet Managed Care Health Plan member:

You have the right to:

- Receive information about the organization, its services, its practitioners and providers, and member rights
- Candid discussion of treatment options regardless of cost or benefit coverage
- Voice complaints or make an appeal about the organization or care it provides
- Make recommendations regarding the organization's member rights and responsibility policy
- Responsibility to understand health problems and participate in agreed upon treatment goals
- Be treated with respect and dignity
- Receive needed medical services
- Privacy and confidentiality (including minors) subject to state and federal laws
- Select your own PCP
- Refuse treatment
- Receive information about your health care and treatment options
- Participate in decision-making about your health care
- Have access to your medical records and to request changes, if necessary
- Have someone act on your behalf if you are unable to do so
- Get information on our Physician Incentive Plan, if any, by calling **1-866-292-0359**, TTY **711**
- Be free of restraint or seclusion from a provider who wants to:
  - Make you do something you should not do;
  - Punish you;
  - Get back at you; or
  - Make things easier for him or her.
- Be free to exercise these rights without retaliation
- Receive one copy of your medical records once a year at no cost to you
- If the member wants to also submit their request in writing, they can mail their request to:

UnitedHealth Group  
UHC Privacy Office  
MN017-E300  
P.O. Box 1459  
Minneapolis, MN 55440

**Questions?** Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)  
or call Member Services at **1-866-292-0359**, TTY **711**.

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**Your responsibilities are:**

1. Providing, to the extent possible, information needed by the provider to ensure they can give you the best care
2. Contacting their primary care provider as your first point of contact when needing medical care
3. Following appointment scheduling processes
4. Following instructions and guidelines given by providers
5. Contact the health plan immediately if you have a worker's compensation claim, a pending personal injury, tort, or product liability, or medical malpractice lawsuit, or have been involved in an auto accident.

## Protections

You shall be protected in the event of insolvency and will not be held liable for:

- The debts in the case of health plan insolvency
- Services provided in the event the we failed to receive payment from the state agency for such service
- Services provided to in the event a health care provider with a contractual referral, or other type arrangement, fails to receive payment from the state agency or the health plan for such services
- Payments to a provider that furnishes covered services under a contractual referral, or other type arrangement in excess of the amount that would be owed if we had directly provided the services

## Grievances and appeals

You may not always be happy with UnitedHealthcare Community Plan as part of your MO HealthNet Managed Care benefits. We want to hear from you. We have people who can help you. UnitedHealthcare Community Plan, your MO HealthNet Managed Care plan, cannot take your benefits away because you make a grievance, appeal, or ask for a State Fair Hearing.

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