

Weiss Therapy Centers

INSURANCE MEMBERS' RIGHTS & RESPONSIBILITIES STATEMENT

STATEMENT OF MEMBER'S RIGHTS

- Members have the right to be treated with dignity and respect.
 - Members have the right to fair treatment. This is regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
 - Members have the right to have their treatment and other member information kept private. Only by subpoena may records be released without member permission.
 - Members have the right to easily access care in a timely fashion.
 - Members have the right to know all about their treatment choices. This is regardless of cost of coverage by the member's benefit plan.
 - Members have the right to share in developing their plan of care.
 - Members have the right to information in a language they can understand.
 - Members have the right to have a clear explanation of their condition.
 - Members have the right to a clear explanation of their treatment options.
 - Members have the right to get information about services and role in the treatment process.
 - Members have the right to know the clinical guidelines used in providing and managing their care.
 - Members have the right to information about provider work history and training.
 - Members have the right to provide input on policies and services.
 - Members have a right to know about advocacy and community groups and prevention services.
 - Members have a right to freely file a complaint, grievance or appeal and to learn how to do so.
 - Members have the right to know about laws that relate to their rights and responsibilities.
 - Members have the right to know of their rights and responsibilities in the treatment process.
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STATEMENT OF MEMBER'S RESPONSIBILITIES

- Members have the responsibility to treat those giving them care with dignity and respect.
- Members have the responsibility to give providers information they need. This is so providers can deliver the best possible care.
- Members have the responsibility to ask their providers questions about their care. This is so they can understand their care and their role in that care.
- Members have the responsibility to follow treatment plans for their care. The plan of care is to be agreed upon by the member and provider.
- Members have the responsibility to tell their provider about medication changes.
- Members have the responsibility to keep their appointments. Members should call their providers as soon as possible if they need to cancel visits.
- Members have the responsibility to let their provider know when the treatment plans no longer work for them.
- Members have the responsibility to let their provider know about problems with paying fees.
- Members have the responsibility to not take actions that could harm others.
- Members have the responsibility to report abuse.
- Members have the responsibility to report fraud.
- Members have the responsibility to openly report concerns about quality of care.

Please inquire at the front desk if you have any questions regarding your rights & responsibilities.