

Member Rights and Responsibilities

Universal Healthcare IPA is committed to providing a mutually respectful relationship with our members. We expect members to assume the following rights and responsibilities:

Member has the right to:

- Exercise your rights without discrimination.
- Be provided with comprehensive information about the medical group, its services, providers, their qualifications, and the health care service delivery process.
- Be informed of emergency and non-emergency coverage and cost of care, and receive an explanation of financial obligations as appropriate prior to incurring the expense (copayments, deductible, and co-insurance).
- Be provided information on how to obtain care after normal business hours and how to obtain emergency care including when to access emergency care or use 911.
- Be informed of the name and qualifications of a Primary Care Physician or other specialist physicians coordinating your care.
- Have 24-hour access to your Primary Care Physician (or their covering physician).
- Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment and non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable, in order to give informed consent or to refuse that course of treatment.
- Candidly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Actively be involved with doctors and other health care professionals in making decisions regarding your health care.
- Be treated with courtesy, respect and dignity; receive considerate and respectful care with full consideration of privacy.
- Be afforded the opportunity to consent or deny the release of identifiable medical or other information except when such release is required by law.
- Express opinions or concerns to the medical group about the care provided (contact Member Services).
- Be informed of the member complaint/grievance and appeal process, as well as the ability to express a complaint in writing or by phone.
- Be informed of the availability of physicians, termination of a physician, or practice site. Receive assistance in selecting a new Primary Care or Specialty Physician.
- Change your Primary Care Physician by contacting your health plan.
- Receive reasonable continuity and continuation of care and be given timely and sensible answers to questions and requests made for service, care, covered benefits, non-covered services and payment.
- Be informed of continuing health care requirements following office visits, treatments, procedures, and hospitalization.
- Be represented by parents, guardians, family members or other conservators when you are unable to fully participate in your treatment decisions.
- Be informed and make recommendations to the Member Rights and Responsibilities.

Member has the responsibility to:

- Be familiar with your benefits and exclusions of your health plan coverage.
- Provide your doctor with complete and accurate information necessary for your care.
- Be on time for all appointments and notify the provider's office as far in advance as possible for cancellation or rescheduling.
- Report changes in your condition according to provider's instructions.
- Understand the health problems.
- Participate in developing mutually agreed upon treatment plan.
- Carry out the mutually agreed upon treatment plan developed by the health care provider.
- Inform the provider(s) of your inability to follow the treatment plan.
- Inform provider(s) of your inability to understand information or details given.
- Contact your Primary Care Physician (or covering doctor) for any care needed after normal office hours.
- Treat the health care providers and staff with respect.
- Respect the rights, property, and environment of all providers, staff and other members.
- Obtain an authorized referral from your Primary Care Physician for a visit to a specialist and/or to receive specialty care.
- Utilize specialists and other providers within the medical group to stay in-network.
- Be familiar and comply with the medical group's health care service delivery system regarding access to routine, urgent, and emergent care.
- Actively participate in decisions regarding your health care and treatment plan.
- Contact the Member Services Department or Health Plan Member Services Department regarding any questions or assistance.
- Notify the health plan Member Services Department and the Primary Care/treating Physician, when you have a change in address and/or contact information.

The Member Rights and Responsibilities apply to the member and person(s) who have the legal responsibility to make health care decisions for the member.