

Member Rights and Responsibilities

Member Rights

As the parent or guardian of a CHIP member, you have the right to:

- Receive information about your child's rights and responsibilities;
- Receive information about all the benefits, services, and programs offered by CHIP, brought to you by UnitedHealthcare;
- Know about policies that can affect your child's membership;
- Basic information about doctors and other providers who participate with UnitedHealthcare;
- Choose from UnitedHealthcare's network of participating providers and to refuse care from specific doctors;
- Request a specialist serve as your child's primary care provider if your child has certain special medical needs or diagnoses;
- Be treated with respect and due consideration for your child's dignity and privacy;
- Expect that information you provide to UnitedHealthcare and anything you, or your child, discuss with your child's doctor will be treated confidentially, and will not be released to others without your permission;
- Have all records pertaining to your child's medical care treated as confidential unless sharing them is required to make coverage decisions or is otherwise required by law;
- See your child's medical records unless access is specifically restricted by reason of law or by the attending physician for medical reasons, to keep copies for yourself, and to ask to have corrections made if needed;
- Receive clear and complete information from your child's doctor about your child's health condition and treatment including what choices you have and what risks are involved;
- Receive information about available treatment options and alternatives regardless of cost or benefit coverage;
- Be a part of any decisions made about your child's health;
- Refuse to have your child receive any drugs, treatment, or other procedure offered by UnitedHealthcare or its providers to the extent permitted by law;
- Be informed by a physician about what may happen if drugs, treatments, or procedures are refused;
- Refuse to allow your child to participate in medical research projects;
- Give informed consent before the start of any procedure or treatment;
- Ensure your child receives timely care in the case of an emergency;
- Question decisions made by UnitedHealthcare or its participating providers, and to file a complaint or grievance regarding any medical or administrative decisions you disagree with;
- Make recommendations regarding UnitedHealthcare's members' "rights and responsibilities" policy; and
- Exercise your rights without adversely affecting the way UnitedHealthcare, its providers, and state agencies may treat you.

Member Responsibilities

As the parent or guardian of a CHIP member, you have a duty to:

- Understand how CHIP, brought to you by UnitedHealthcare, works by reading this handbook and other information made available to you;
- Follow the guidelines set forth in this handbook and in other information made available to you, and ask questions about how to access health care services appropriately;
- Inform UnitedHealthcare and your child's providers about any information that may affect your child's membership or right to program benefits, including other health insurance policies your child becomes covered under;
- Supply up-to-date medical information to UnitedHealthcare and its providers so they can provide your child with appropriate care;
- Be sure that your primary care provider has all of your child's medical records, including those from other doctors;
- **Contact your child's primary care provider first for all medical care except in the case of a true emergency;**
- Consent to the proper use of your child's health information;
- Treat your child's providers with dignity and respect, which includes being on time for appointments and calling ahead if you need to cancel an appointment;
- Provide a safe environment for services administered in your home;
- Learn about your child's health problems and work with providers to develop a plan for your child's care;
- Follow the instructions or guidelines you receive from the provider, such as taking prescriptions as directed and attending follow up appointments;
- Take full responsibility for any consequences of your decision to refuse treatment on your child's behalf;
- Contact UnitedHealthcare if your child is admitted to the hospital or in an emergency room within 24 hours or as soon as possible;
- Use your child's member ID card to access care; and
- Pay any applicable fees.