

Rights and Responsibilities

As a member of UnitedHealthcare Community Plan, you have the right:

- To receive information about UnitedHealthcare Community Plan, its services and benefits, network health care providers, how to file complaints and grievances and other information about UnitedHealthcare Community Plan and the member's rights and responsibilities.
- To receive materials and information that is readable and in an alternative format or language.
- To have your personal and health information kept private.
- To request an accounting of disclosures of protected health information.
- To request that UnitedHealthcare Community Plan amends certain protected health information.
- To be treated with courtesy, consideration, respect and dignity.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To expect that your records and anything you say to your doctor will be treated confidentially and will not be released without your consent.
- To receive information that you can understand about available treatment options and alternatives.
- To participate in decision making regarding your health care. This includes open discussion of appropriate or medically necessary treatment options and alternatives suitable for your condition, regardless of cost or benefit coverage. This includes the right to refuse treatment.
- To know what treatment you will receive, what the expected outcome is, what risks there are and the side effects.
- To ask for a second opinion about any medical treatment or procedure you are offered.
- To voice a complaint or grievance with or about UnitedHealthcare Community Plan or care provided and to receive timely response.
- To file a fair hearing appeal with the Department of Public Welfare.
- To offer suggestions for changes in UnitedHealthcare Community Plan's member rights and responsibilities.
- To receive health care services without discrimination based on race, color, ethnicity, age, mental or physical disability, religion, gender, sexual orientation, national origin or income.
- To choose your own PCP within the limits of the UnitedHealthcare Community Plan network, including the right to refuse the care of specific providers.
- To request and receive a copy of your medical records according to applicable federal and state laws.
- To expect that your written permission will be obtained before we give out your medical information to anyone except

those directly providing your care except for purpose specifically permitted by state and federal laws such as to make sure that UnitedHealthcare Community Plan members are getting quality care.

- To make an advance directive that tells others about the types of health care you want to receive when you are unable to speak for yourself.
- To receive information on the cost of your care.
- To exercise your rights freely, without it adversely affecting the way UnitedHealthcare Community Plan, its providers and state agencies treat you.

As a member of UnitedHealthcare Community Plan, you have a responsibility:

- To carry your UnitedHealthcare Community Plan card at all times.
- To learn and follow UnitedHealthcare Community Plan rules.
- To supply information to UnitedHealthcare Community Plan and your provider as well as let UnitedHealthcare Community Plan, your case worker and your provider know about important changes such as changes in your name, address and telephone number that are needed in order to provide you care.
- To get medical services from UnitedHealthcare Community Plan providers.
- To get an authorization from your PCP before you see a consultant or specialist except for dental, family planning, vision care, chiropractic services or OB/GYN services.
- To use the emergency room only in cases of an emergency.
- To treat your health care providers with courtesy, consideration, respect and dignity. This includes scheduling appointments, arriving on time for scheduled appointments and canceling appointments when you cannot keep them.
- To request protected health information by calling the UnitedHealthcare Community Plan Member Helpline at 1-800-414-9025.
- To ask questions to understand your health problems and work with your provider and UnitedHealthcare Community Plan to develop agreed upon treatment goals.
- To follow treatment plans and instructions for care that you have agreed on with your provider.
- To learn about any procedure or treatment and to think about it before it is done.
- To learn about any procedure or treatment and to think about the outcome of refusing treatment that is suggested.
- To consider your health care choices carefully.
- To state your complaints and concerns in a polite and appropriate way.
- To report your symptoms, problems and related health information to your PCP.
- To tell your PCP about yourself and to sign consent forms so that your PCP can get a copy of your old records.