

Rights and Responsibilities

Uphold Member “Bill of Rights”

As a UnitedHealthcare Community Plan member, you have certain rights and responsibilities when you enroll. It is important that you fully understand both your rights and your responsibilities. The following statement of rights and responsibilities is presented here for your information. The State of Washington must ensure that each enrollee is free to exercise his or her rights, and that the exercise of those rights does not adversely affect the way the health plan and its providers or the State agency treat the enrollee.

Members Have the Right to:

- Help make decisions about your health care, including refusing treatment.
- Be informed about all treatment options available regardless of cost.
- Get a second opinion from another provider in your health plan.
- Get services without having to wait too long.
- Be treated with respect. Discrimination is not allowed. No one can be treated differently or unfairly because of their race, color, national origin, sex, sexual preference, age, religion, creed or disability.
- Speak freely about your health care and concerns without any bad results.
- Have your privacy protected and information about your care kept confidential.
- Ask for and get copies of your medical records.
- Ask for and have corrections made to your medical records when needed.
- Ask for and get information about:
 - Your health care
 - Your doctor and how referrals are made to specialists and other providers
 - How the health plan pays for care — call your health plan to ask for this information



- All options for care and why you are getting certain kinds of care
- How to get help with filing a grievance or complaint about your care
- Your health plan's structure including their policies and procedures, practice guidelines, and how to recommend changes
- Covered services.
- Receive the Members' Rights and Responsibilities at least yearly.
- Suggest changes to this policy.

Members Have the Responsibility to:

- Help make decisions about your health care, including refusing treatment.
- Keep appointments and be on time. Call the office if you are going to be late or if you have to cancel the appointment.
- Give your providers the information they need to get paid for providing services to you.
- Show your providers the same respect you want from them.
- Bring your Services card and UnitedHealthcare Community Plan ID card to all of your appointments.
- Learn about your health plan and what services are covered.
- Use health care services when you need them.
- Know your health problems and take part in making agreed upon treatment goals as much as possible.
- Give your providers complete information about your health so you can get the care you need.
- Follow your provider's instructions.
- Use health care services appropriately.