

## **Member Rights and Responsibilities**

UnitedHealthcare Community Plan and its network of providers do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, gender identity, or any other basis prohibited by law.

As a UnitedHealthcare Community Plan member, you have the following rights and responsibilities.

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### **Member Rights**

**You have the right:**

1. To be treated with respect, recognizing your dignity and need for privacy, by UnitedHealthcare Community Plan staff and network providers.
2. To get information in a way that you can easily understand and find help when you need it.
3. To get information that you can easily understand about UnitedHealthcare Community Plan, its services, and the doctors and other providers that treat you.
4. To pick the network health care providers that you want to treat you.
5. To get emergency services when you need them from any provider without UnitedHealthcare Community Plan approval.
6. To get information that you can easily understand and talk to your providers about your treatment options, without any interference from UnitedHealthcare Community Plan, regardless of cost or benefit coverage.
7. To make all decisions about your health care, including the right to refuse treatment. If you cannot make treatment decisions by yourself, you have the right to have someone else help you make decisions or make decisions for you.
8. To talk with providers in confidence and to have your health care information and records kept confidential.
9. To see and get a copy of your medical records and to ask for changes or corrections to your records.
10. To ask for a second opinion.
11. To file a grievance if you disagree with UnitedHealthcare Community Plan's decision that a service is not medically necessary for you.

12. To file a complaint if you are unhappy about the care or treatment you have received.
13. To ask for a DHS Fair Hearing.
14. To be free from any form of restraint or seclusion used to force you to do something, to discipline you, to make it easier for the provider, or to punish you.
15. To get information about services that UnitedHealthcare Community Plan or a provider does not cover because of moral or religious objections and about how to get those services.
16. To exercise your rights without it negatively affecting the way DHS, UnitedHealthcare Community Plan, and network providers treat you.
17. A right to make recommendations regarding the organization's member rights and responsibilities policy.

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## Member Responsibilities

Members need to work with their health care service providers. UnitedHealthcare Community Plan needs your help so that you get the services and supports you need.

### These are the things you should do:

1. Provide, to the extent you can, information needed by your providers.
2. Follow instructions and guidelines given by your providers.
3. Be involved in decisions about your health care and treatment.
4. Work with your providers to create and carry out your treatment plans.
5. Tell your providers what you want and need.
6. Learn about UnitedHealthcare Community Plan coverage, including all covered and non-covered benefits and limits.
7. Use only network providers unless UnitedHealthcare Community Plan approves an out-of-network provider.
8. Get a referral from your PCP to see a specialist.
9. Respect other patients, provider staff, and provider workers.
10. Make a good-faith effort to pay your co-payments.
11. Report fraud and abuse to the DHS Fraud and Abuse Reporting Hotline.