

## MEMBER RIGHTS & RESPONSIBILITIES - MARKETPLACE

Effective healthcare delivery requires a partnership between patients and their healthcare Providers. In order to facilitate an effective relationship between Providers and our Members, it is important for Community Members to understand their rights and responsibilities. Hence, Community Health Choice (Community) has adopted the following Member's Rights and Responsibilities statement.

As a Community Member, you have certain rights and responsibilities. Community is committed to ensuring that Members' rights are protected.

Members have the right to:

1. A right to receive information about the organization, its services, its practitioners and Providers, and Member rights and responsibilities.
2. A right to be treated with respect, dignity, privacy, confidentiality, and nondiscrimination.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's Member rights and responsibilities policy.
7. Members have the responsibility to:
  - a. Learn and understand each right they have and ask for help when they need it
  - b. Follow all healthcare plan rules and policies
  - c. Treat all doctors and healthcare Providers with respect and courtesy
  - d. Inform Providers if they do not understand any type of care they are receiving or what is expected from them as part of a treatment plan
  - e. Supply information (to the extent possible) that the organization and its practitioners and Providers need in order to provide care.
  - f. Follow plans and instructions for care that they have agreed to with their practitioners
  - g. Understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
  - h. Inform Member Services of any changes to name, address or family Members covered under a plan

Community is committed to providing high-quality benefits and customer service to our Members. Benefits and coverage for services provided under the benefit program are overseen by the Member's signed benefit contract and not by this Member Rights and Responsibilities statement.

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