

CHRISTUS Health US Family Health Plan Member Rights and Responsibilities

We are dedicated to protecting the rights and responsibilities of our beneficiaries. This is designed to inform you of your rights and responsibilities as a beneficiary of the US Family Health Plan. Our notification of Member Rights and Responsibilities is provided to all new beneficiaries here in the Member Handbook, and is posted on our website at www.christushealthplan.org/privacy-and-patient-rights.

Receive information about USFHP, our services and your rights and responsibilities as our beneficiary.

- Receive considerate and respectful care, with recognition of your personal dignity and privacy at all times.
- Receive information about covered benefits and cost sharing.
- Have a candid discussion of all medically necessary treatment options, regardless of the cost of benefits coverage.
- Receive information from us in a way that works for you. Our plan offers free language interpretation services for non-English speaking beneficiaries that can be accessed by calling Member Services.
- Understand an explanation of the diagnosis, treatment and prognosis of your health condition.
- Participate in decisions involving your health care, including mutually agreed-upon goals, to the highest degree possible. Beneficiaries who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.
- Receive care and treatment in a safe environment and to be informed of the Facility's rules and regulations that relate to patient and visitor conduct.
- You have the right to file grievances and appeals, as outlines in the "Grievance and Appeals Process" section of this Member Handbook.
- Request that ongoing benefits be continued during appeals (although you may have to pay for the continued benefits if our decision is upheld in the appeal).
- Request and receive a copy of your medical records and request that they be amended or corrected as allowed.
- Receive information about our provider and health care facilities, including information about the composition of our network.

- Know the identity and professional status of the health care provider primarily responsible for providing and managing your care as well as other health care personnel involved in your treatment.
- To participate with practitioners in making decisions about your health care and question the adequacy of the care being provided. 7 MEMBER RIGHTS & RESPONSIBILITIES We are dedicated to protecting the rights and responsibilities of our beneficiaries. This section is designed to inform you of your rights and responsibilities as a beneficiary of the US Family Health Plan. Our notification of Member Rights and Responsibilities is provided to all new beneficiaries here in the Member Handbook, and is posted on our website at www.christushealthplan.org/privacy-and-patient-rights. MEMBER RIGHTS As a CHRISTUS Health US Family Health Plan beneficiary, you have the right to: 7
- To have candid discussions of appropriate or medically necessary treatment options for your conditions, regardless of the cost or benefit coverage.
- Receive a second opinion from another doctor in USFHP's network if you disagree with your doctor's opinion about the services you need. Contact Member Services for help with this.
- Make recommendations regarding the organization's member rights and responsibilities policy.

MEMBER RESPONSIBILITIES As a US Family Health Plan beneficiary, you are responsible for:

- Carrying your member ID card with you at all times and knowing your eligibility status with your US Family Health Plan. If you lose your card, please call Member Services.
- Following the Plan's prior authorization guidelines and policies.
- Becoming knowledgeable about your plan coverage and options.
- Providing your health plan, primary care provider and other health care providers complete information to provide the needed care, to the best of your knowledge, regarding your medical history and other matters relating to your health.
- Complying with the medical and nursing treatment plan, including the follow-up care, agreed upon by you and your health care provider(s). This includes following all instructions of care provided by your providers, keeping appointments and notifying providers in a timely manner when an appointment cannot be kept. You also have the responsibility of letting your provider know whether or not you understand the treatment plan and what is expected of you.
- Understanding your health problems and participating in developing mutually agreed upon treatment goals, to the highest degree possible. Becoming involved in specific health care decisions.

- Being considerate of the rights of other patients, and of US Family Health Plan personnel and network providers.
- Being respectful of the property of other persons and facilities.
- Following provider facility rules and regulations concerning patient conduct.
- Reporting wrongdoing and fraud to appropriate resources or legal authorities.