

**Member Rights and Responsibilities**

Providing quality care and excellent service is a cornerstone of the Peoples Health mission. We are committed to treating our plan members in a manner respectful of their rights. It is also important that members know their rights and responsibilities for health-related issues and decisions. To view our Notice of Privacy Practices, visit <http://www.peopleshealth.com/privacypractices>.

**Members have the right to:**

- Receive information in a way that works for them
- Get timely access to covered services and drugs
- Maintain the privacy of their personal health information
  - Ask us to restrict how we use or disclose information for treatment, payment or health care operations
  - Ask to receive confidential communications of information
  - Inspect and obtain a copy of information that we maintain in their designated record set
  - Ask us to make changes to information we maintain in their designated record set
  - Receive an accounting of certain disclosures of their information we made during the six years prior to the request
- Receive information about the plan and its network of providers, network of pharmacies and covered services
- Make decisions about their health care, including participating with practitioners in making decisions about their health care
- Make complaints and ask us to reconsider decisions we have made
- Make recommendations regarding our member rights and responsibilities policy

**Members have the responsibility to:**

- Become familiar with covered services and the rules related to getting these covered services
- Tell us if they have any other health insurance coverage or prescription drug coverage besides Peoples Health
- Understand their health problems and participate in developing health goals to the degree possible
- Inform their doctors and other health care providers that they are enrolled in our plan
- Help their doctors and other providers help them by providing information, asking questions and following through on prescribed health care
- Be considerate
- Pay what they owe
- Tell us if they move
- Call member services for help with questions or concerns