

Policy and Procedure

Title: Member Rights and Responsibilities

Responsible Party: Member Services Manager

Div/Dept/Serv Area: Member Services

Number: INS.MS.027

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Formerly A2f.005 (7/08)

PURPOSE:

The purpose of this policy is to document the rights and responsibilities of the members of Group Health Cooperative of South Central Wisconsin (GHC-SCW).

POLICY:

1. GHC-SCW is committed to treating members in a manner that respects their rights as well as the expectations of members' responsibilities.
2. All GHC-SCW Members are entitled to the following rights:
 - a. Members have the right to receive information about GHC-SCW, its services and its practitioners. Further, members have the right to receive information regarding member's rights and responsibilities.
 - b. Members have the right to be treated with respect and recognition of their dignity and right to privacy.
 - c. Members have a right to participate with practitioners in making decisions regarding their health care.
 - d. Members have a right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
 - e. Members have a right to voice complaints or appeals about GHC-SCW or the care provided. Members have a right to appeal decisions made by GHC-SCW.
 - f. Selection of a personal practitioner. Members have the right to change practitioners at any time without having to state a reason.
 - g. Members have the right to a full explanation of any charges that may be billed to member as a result of care.
 - h. Given informed consent, as required by law, prior to procedures or treatments. To the extent permitted by law, member has the right to refuse the recommended treatment and to be informed of the consequences of that decision.
 - i. Participation in the governance of the organization. Each member who is at least 18 years of age is a voting member of the Cooperative and is encouraged to be an active participant in its operation.
 - j. Members have the right to make recommendations regarding the organization's members' rights and responsibilities policies.

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Revision Date	8/90	8/91	11/91	8/97	9/02	12/02	12/14	1/19		

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- k. Members have the right to receive confidential treatment of all communications and records concerning the member's care, except as otherwise provided by law. Upon submitting proper authorization for the disclosure of information, a member has the right, except as otherwise limited by law, to:
 - 1) View those health care records generated by GHC-SCW pertaining to the member at any time during regular business hours, upon reasonable notice; and
 - 2) Receive a copy of the member's health care records, upon payments of GHC-SCW's costs and upon reasonable notice; and
 - 3) Receive a copy of GHC-SCW's x-ray reports pertaining to the member or have the x-rays referred to another health care practitioner upon payment of GHC-SCW's costs and upon reasonable notice.
3. In addition to the GHC-SCW Member Rights, BadgerCare Plus Members are also granted the following rights under our BadgerCare Plus Contract with the State of WI:
 - a. To have an interpreter with them during any BadgerCare Plus Covered Service.
 - b. To get the information provided in the member handbook in another language or format
 - c. To get health care services as provided for in federal and state law. All covered services must be available and accessible. When medically appropriate, services must be available 24 hours a day, seven days a week.
 - d. To get information about treatment options including the right to request a second opinion.
 - e. To make decisions about their health care.
 - f. To be treated with dignity and respect.
 - g. To be free from any form of restraint or seclusion used as a means of force, control, ease, or reprisal.
 - h. To be free to exercise their rights without adverse treatment by GHC-SCW and our network providers.
 - i. BC+ Members may switch HMOs without cause during their first 90 days of GHC-SCW Enrollment.
 - j. BC+ Members may, without cause, switch HMOS if the State imposes sanctions or temporary management on GHC-SCW.
 - k. To receive information from GHC-SCW regarding any significant changes with GHC-SCW at least 30 days before the effective date of the change.
4. All GHC-SCW Members have the following responsibilities:
 - a. Each consumer at GHC-SCW has the responsibility to be considerate of others, to observe safety and smoking regulations in all GHC-SCW facilities, to treat GHC-SCW personnel with consideration and respect, and to supply accurate and complete medical history information.

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- b. Members have the responsibility to provide, to the extent possible, information that GHC-SCW and their practitioners need in order to care for them.
- c. Members have the responsibility to use facilities and equipment appropriately and to fulfill any financial obligation they may incur.
- d. Members are responsible for being on time for appointments and informing the clinic when an appointment cannot be kept so someone else may be seen.
- e. Members are responsible for reading and understanding their coverage.
- f. Members have a responsibility to follow the plan's instructions for care agreed upon with their practitioners.
- g. Members are responsible for understanding their health problems and participating in the development of mutually agreed upon treatment goals to the degree possible.

PROCEDURE:

- 1. GHC-SCW apprises the members of the above rights and responsibilities via the GHC-SCW Membership Guide. The Membership Guide explains where to locate the member's rights, the member's responsibilities, and information about the practitioners available to GHC-SCW members, on the GHC-SCW Website.
- 2. The Membership Guide is distributed to all members enrolling with GHC-SCW.
- 3. The Membership Guide contains the following items:
 - a. Where to locate important information about your plan on the GHC-SCW Website.
 - b. GHC-SCW Identification Card
 - c. Plan Number
- 4. Practitioners receive this information via the Provider Resource Manual.