



## **Member Rights & Responsibilities**

### ***You have the right.....***

- To get information about Total Health Care, its services, its providers, and member rights and responsibilities
- To make recommendations regarding Total Health Care's member rights and responsibilities policy
- To receive culturally and linguistically appropriate services
- To be treated with respect and dignity by others
- To have privacy and confidentiality while you receive care
- To take part with your doctors in decision-making about your health care, including the right to refuse treatment
- To talk openly about your treatment options regardless of cost or benefit coverage. You have a right to get these explained to you in words that you understand
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- To be free to exercise your rights without adversely affecting the way Total Health Care, our providers, or the State treat you
- To be free from other discriminations prohibited by State and Federal regulations
- To receive health care services consistent with your contract, State and Federal regulations
- To voice your complaints or grievance/appeals about Total Health Care or the care provided by Total Health Care's staff and providers will comply with all regulations concerning your rights
- To request and receive a copy of your medical records, and request those be amended or corrected

### ***You have the responsibility.....***

- To receive all your health care services through Total Health Care
- To understand your health care benefits
- To provide Total Health Care and its providers with the information needed to care for you
- To help your doctor decide what treatment will work best for you

- To follow the plans and instructions for care that you have agreed to with your doctor
- To respect the rights of other patients, doctors, and staff of Total Health Care
- To understand your health problems and participate in developing mutually agreed upon treatment goals to the degree possible

Total Health Care's staff and providers will comply with all regulations concerning your rights.

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