

ProMedical Plan[®]

Member Rights and Responsibilities

As a ProMedical member you have certain rights and responsibilities as outlined below.

You have the right to:

- Be treated with courtesy, respect, and concern for your dignity and privacy.
- Receive information about ProMedical Plan, including information about services covered, services not covered, credentials of contracted practitioners, and member rights and responsibilities.
- Participate with your practitioner on decisions about your health care, except when such participation is contraindicated for medical reasons.
- Be provided, to the degree known, complete information concerning your diagnosis, evaluation, treatment and prognosis. When medically inadvisable to give you such information, the information is provided to a person designated by you or to a legally authorized person.
- Discuss with your practitioner the best treatment options for you, regardless of benefit coverage or cost.
- Refuse treatment. After discussing with your practitioner treatment options and consequences you make the final decision.
- Confidential treatment of your information. Your information will not be released to anyone outside ProMedical Plan without your approval unless the release of the information is required and permitted by law.
- Have access to your medical records.
- Select your PCP and change your PCP for any reason.
- Voice complaints or grievances about ProMedical Plan or care provided.
- Appeal if you do not agree with ProMedical Plan's decision.
- Make recommendations regarding our policies on member rights and responsibilities. If you have recommendations, please call Customer Service at the toll-free number on your ProMedical ID card.
- Refuse to participate in experimental research.

You have the responsibility to:

Review and understand the information you receive from ProMedical Plan. If you have any questions or concerns call ProMedical's Customer Service number on the back of your ID card.

- Be on time for appointments, and notify practitioners when an appointment must be canceled.
- Show your ProMedical ID card before you receive care.
- Provide truthful and accurate information to practitioners caring for you about your health, any medications, including over-the-counter products and dietary supplements and any allergies or sensitivities.
- Follow the treatment plan that you have agreed on with your practitioners, participate in your care and ask questions when you do not understand.
- Pay the appropriate co-pays at the time of service and accept personal financial responsibility for any charges not covered by ProMedical.
- Report concerns about the quality of care you receive.
- Follow applicable complaint and/or grievance procedures when you disagree with ProMedical's decisions.
- Ask for your medical records according to applicable law and ProMedical Plan's procedures.
- Inform your provider about any living will, medical power of attorney, or other directive that could affect your care.
- Be respectful of all the health care providers and staff, as well as other members/patients.
- Provide a responsible adult to transport him/her home from the facility and remain with him/her for 24 hours, if required by his/her provider.