



Member Rights and Responsibilities

As a Community Health Group member, you have the right to:

- Be treated with respect and dignity.
- Choose your primary care provider from our Provider Directory.
- Get appointments within a reasonable amount of time.
- Participate with your doctor in decision making about your health care, and to refuse treatment.
- Participate in candid discussions and decisions about your health care needs, including appropriate or medically necessary treatment options for your condition(s), regardless of cost and regardless of whether the treatment is covered by this health plan.
- Ask someone to explain if you don't understand something that is said or written.
- Privacy.
- Have a confidential relationship with your provider.
- Have your records kept confidential. This means we will not share your health care information without your written approval or unless it is permitted by law.
- Complain about Community Health Group, or about health care services you received, to Community Health Group.
- Appeal when you don't agree with a decision Community Health Group has made.
- Receive information about Community Health Group, our services, doctors and other providers in a way that may be easily understood.
- Receive information about your rights and responsibilities as a health plan member.
- Make recommendations about your rights and responsibilities.
- See your medical records.
- Get services from providers outside of our network in an emergency.
- Request an interpreter at no charge to you.
- Use interpreters who are not your family members or friends.
- File a complaint if your linguistic needs are not met.

Your responsibilities are to:

- Give your providers and Community Health Group correct information.
- Understand your health problem(s) and participate in developing treatment goals, as much as possible, with your provider.
- Follow the plans and care instructions that you have agreed to with your doctor and others who provide care to you.
- Ask questions about any medical condition and make certain you understand your provider's explanations and instructions.
- Tell your doctor if you don't want to follow a treatment plan.
- Remember what your doctor tells you about your health problems.
- Know your doctor's name.
- Always present your Member Identification Card when getting services. If you have other insurance, take that card too.
- Use the emergency room only in cases of an emergency or as directed by your provider.



- Make and be on time for medical appointments and inform your provider at least 24 hours in advance when an appointment must be cancelled.
- Help Community Health Group maintain accurate and current medical records by providing timely information regarding changes in address, family status, and other health care coverage.
- Notify Community Health Group as soon as possible if a provider bills you inappropriately or if you have a complaint.
- Treat all Community Health Group personnel and health care providers respectfully and courteously.
- Go with your children who are under age 18 (if they are enrolled in the plan) when they are getting medical care. You can sign a form that allows the child to be treated without you there.