



Member Rights and Responsibilities

Rights

1. You have the right to be provided with information regarding Member Rights and Responsibilities.
2. You have the right to be provided with information out SWHP, its services, and practitioners providing member's care.
3. You have the right to be treated with respect; member's provider and others caring for member will recognize his/her dignity and respect the need for privacy as much as possible.
4. You have the right to participate with decision-making regarding member's health care.
5. You have the right to have a candid discussion of appropriate or medically necessary treatment options for member's conditions, regardless of cost or benefit coverage.
6. You have the right to voice complaints, grievances or appeals about the member's coverage through SWHP or care provided by SWHP providers in accordance with member's Health Care Agreement.
7. You have the right to make recommendations regarding the Scott & White Health Plan's members' rights and responsibilities policy.
8. You have the right to have an advance directive such as Living Will or Durable Power of Attorney for Healthcare Directive that expresses member's choice about future care in the event you are unable to speak for yourself.
9. You have the right to expect that medical information is kept confidential in accordance with Member's Healthcare Agreement.
10. A right to select a Primary Care Physician (PCP) to coordinate your healthcare. It is not a requirement to select a PCP.



Responsibilities

1. It is your responsibility to notify the Scott & White Health Plan regarding any out-of-plan care.
2. It is your responsibility to follow Scott & White Health Plan instructions and rules and abide by the terms of your healthcare agreement.
3. It is your responsibility to provide information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
4. It is your responsibility to follow plans and instructions, to the best of your ability, for care that you have agreed on with your provider(s) practitioner(s).
5. It is your responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
6. It is your responsibility to provide the Scott & White Health Plan a copy of an Advance Directive, if one exist.
7. It is your responsibility to advise Scott & White Health Plan or Scott & White Health Plan providers of any dissatisfaction you may have in regard to your care while a patient, and to allow the opportunity for intervention to alter the outcome whenever possible.