

Member Rights & Responsibilities

As a member, you have the right to exercise these rights without fear of retaliation:

- ◆ get information about your healthcare benefits.
- ◆ be treated fairly and with respect to your dignity and privacy.
- ◆ not be restrained or left by yourself to make you do something you may not want to do.
- ◆ get all of the correct benefits from CHP+ HMO.
- ◆ get health information from your doctor in a way that you understand. This includes finding out what's going on (diagnosis), taking care of what's going on (treatment), and talking about what could happen in the future (prognosis).
- ◆ get copies of your treatment records and service plans.
- ◆ ask for your medical records to be changed if you believe they are incorrect or incomplete.
- ◆ get the right healthcare, from the right providers, at the right time, in the right setting.
- ◆ have a talk with providers about how to take care of what's going on with your health regardless of the cost or benefit coverage. This includes any alternative treatments that you may be able to do to yourself.
- ◆ be a part of deciding what is best to do for your own healthcare.
- ◆ get a second opinion.
- ◆ not follow your provider's treatment plan. Your provider(s) must tell you what could happen to your health if you do so.
- ◆ get family planning services. You must get services directly from any provider licensed or certified to provide such services. This does not depend on enrollment.
- ◆ get information on how to stay well and how to help you stay and live healthy.
- ◆ tell us about any concerns and complaints you have about the care and services you got. CHP+ HMO will look into it and will take the right action.
- ◆ file a complaint or appeal a decision with CHP+ HMO without fear of it being used against you (retaliation)
- ◆ expect that your personal health information will be kept in a confidential manner.
- ◆ have input about the Member Rights and Responsibilities policies.
- ◆ get information about CHP+ HMO, Colorado Access, other CHP+ health plans, services, providers and doctors, and the rights and responsibilities of members.
- ◆ ask how we pay the providers and doctors that work with us. You can also ask about any incentive plans we may pay them.
- ◆ to make decisions regarding medical care and to create an advance directive that, under state law, must be respected by your provider and Colorado Access.

- ◆ ask for information on how to be a part of the Member Advisory Board at Colorado Access by contacting the Office of Member and Family Affairs at (720) 744-5610.
- ◆ ask for information about our Quality Assessment and Performance and Population Health Outcomes Plan program. You can also ask for our member satisfaction survey results.

As a member, you have the responsibility to:

- ◆ use in-network providers and show your CHP+ HMO ID card.
- ◆ stay in touch with your Primary Care Provider (PCP) and any other doctors you see to make sure your health is taken care of.
- ◆ be honest and give your providers all of your health information, including your health history.
- ◆ follow the treatment plan that your providers give you.
- ◆ know how to get care in non-emergency and emergency situations. You also need to know your out-of-network healthcare benefits, including coverage and what you have to pay (copayments).
- ◆ tell your provider or CHP+ HMO about your concerns with the services or care you receive.
- ◆ be considerate of the rights of other members, providers, and Colorado Access staff.
- ◆ read and know what your CHP+ HMO Member Benefits Booklet says.
- ◆ pay all member payment requirements on time.
- ◆ give CHP+ HMO information about any other healthcare coverage and/or benefits you have or get.
- ◆ work with your provider so he or she knows what your healthcare concerns are. Your provider will help you set goals and take care of your health.
- ◆ provide Colorado Access with written notice after filing a claim or action against a third-party responsible for your illness or injury.