



BAPTIST HEALTH PLAN

Members Rights and Responsibilities Statement

Members Rights: As a Member You have the right to:

- Receive information about Baptist Health Plan, Our services, and Our providers;
- Receive quality health care through Your providers in a timely manner and in a medically appropriate setting;
- Receive complete information from Your provider regarding Your diagnosis, treatment and prognosis in a manner You can understand;
- Be treated with respect and recognition of Your dignity and right to privacy; and have Your provider/patient relationship treated as confidential;
- Make recommendations regarding Our Member rights and responsibilities policy;
- Receive benefits to which you are entitled under Your Policy/Certificate;
- Participate with practitioners in decision-making regarding Your health care;
- Have a candid discussion of appropriate or medically necessary treatment options for Your conditions, regardless of cost or benefit coverage;
- Refuse treatment and be informed by Your providers of the medical consequences;
- Express to Us concerns and complaints about the care or services provided by physicians and other providers, and to have Us investigate and take appropriate action;
- Voice complaints or appeals about BHP or the care provided;
- A copy of Your Policy/Certificate;
- Telephone access to BHP during business hours to ensure access for routine care;
- Twenty-four (24) hour telephone access to either a BHP Representative or a Participating Provider; Receive emergency services (and coverage of care obtained in an emergency);
- Receive the Members' Rights and Responsibility Statement.

As Our Member, You have the Responsibility to:

- Provide, to the extent possible, accurate and complete information to US and to YOUR practitioners and providers;
- Understand how to access care in emergency, urgent, and routine situations;
- Know Your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible;
- Know how your health care benefits work, including our of the Exchange Service Area coverage, Deductibles, Coinsurance, Copayments, coverage Exclusion, etc;
- Follow the plan's instructions for care that You have agreed on with Your practitioners;
- Treat Your Providers, other Members and Our staff in a courteous and respectful manner; and
- Read and understand Your Policy/Certificate.