

Member Rights and Responsibilities

Rights of Members

- To get information in a way that works for you
- To be treated with fairness and respect
- To have privacy regarding your medical records and personal health information (PHI)
- To see plan providers and get covered services within a reasonable period of time
- To know your treatment choices and participate in decisions about your health care regardless of cost or benefit coverage
- To use advance directives (such as a living will or a power of attorney)
- To make complaints or appeals about UPMC Health Plan or the care it provides
- To get information about UPMC Health Plan, UPMC *for Life*, services, and plan providers
- To get more information about your rights
- To authorize or deny release of PHI beyond uses for treatment, payment, and operations (TPO)

Responsibilities of Members

- To get familiar with your coverage and the rules you must follow to get care as a member
- To let us know if you have additional health insurance coverage
- To give your doctor and other providers the information they need to care for you and to follow the treatment plans and instructions that you and your doctors agree upon
- To notify providers when seeking care (unless it is an emergency) that you are enrolled in our plan – you must present your plan enrollment card to the provider
- To understand your health problems and participate in developing mutually agreed upon treatment goals
- To act in a way that supports the care given to other patients and helps the smooth running of your doctor's office, hospitals, and other offices
- To pay your plan premiums and any copayments you may owe for the covered services you get
- To notify UPMC Health Plan if you are moving from your current address
- To let UPMC Health Plan know if you have any questions, concerns, problems, or suggestions, and to make recommendations regarding the Health Plan's rights and responsibilities policy

In keeping with established regulations, UPMC Health Plan will update all members on any changes.