



Rights and Responsibilities for **Members** Participating in Health Management Programs

Members who are participating in UPMC Health Plan Health Management Programs **have the right to:**

- ▶ Have information about UPMC Health Plan, its programs, its staff members and their qualifications, and any contractual relationships
- ▶ Decline participation or disenroll from the health management programs and services offered by the Health Plan
- ▶ Know which staff members are responsible for individual members and how to request a change
- ▶ Be supported by the Health Plan in making health care decisions collaboratively with their practitioners
- ▶ Be informed of all health management related treatment options included or mentioned in clinical guidelines, whether or not they are covered, and to discuss these with their treating practitioners
- ▶ Have personal identifiable data and medical information kept confidential, know what entities have access to their information, and know the procedures used by the organization to ensure privacy and confidentiality
- ▶ Be treated courteously and respectfully by the Health Plan staff

- ▶ Communicate complaints to the Health Plan and receive instructions on how to use the complaint process, including knowing Health Plan's standards of timeliness for responding to and resolving issues of quality and complaints
- ▶ Receive understandable information
- ▶ Have the Health Plan act as a member advocate

A member who is participating in UPMC Health Plan Health Management Programs **is expected to:**

- ▶ Follow care advice offered by the Health Plan
- ▶ Provide the Health Plan with information necessary to carry out its services
- ▶ Notify the Health Plan and the treating practitioner if the member decides to disenroll from the health management program

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UPMC Health Plan Medicare Program