

MEMBER RIGHTS AND RESPONSIBILITIES

Rights of Members

- To receive information about UPMC Health Plan, its services, its programs, its health care providers, and your rights and responsibilities
- To be treated with respect and recognition of your dignity and right to privacy
- To participate with health care providers in decision-making regarding your health care
- To receive clear and complete information from your health care provider about your health condition and treatment
- To participate in a candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage
- To voice complaints, grievances, or appeals about UPMC Health Plan, the care provided, or your health care provider
- To choose your own health care provider from the list of network providers and to receive timely care in an emergency
- To see your medical records, to keep copies for yourself, and to ask to have corrections made, if needed
- To have your medical information kept confidential whether it is in written, oral, or electronic format
- To make decisions about your treatment, including the right not to participate in research, and to refuse treatment as long as you understand that by refusing you may cause your health problem to get worse or possibly become fatal
- To execute a living will and/or a durable power of attorney that tells how decisions about your treatment will be made if you are unable to make decisions for yourself
- To be represented by parents, guardians, family members, or other conservators if unable to fully participate in your treatment decisions
- To make recommendations regarding the UPMC Health Plan members' rights and responsibilities policy
- To access, amend, restrict, request alternate communication (method or location), and receive an accounting of any disclosures of personal health information made to persons or organizations other than yourself, and for purposes other than treatment, payment, and operations

Responsibilities of Members

- To provide, to the extent possible, information that UPMC Health Plan and its health care providers need in order to care for you
- To follow plans and instructions for care that you have agreed on with your health care providers
- To treat your health care provider and other health care workers with dignity and respect, which includes being on time for appointments and calling ahead if you need to cancel an appointment
- To tell your health care provider as much about your medical history as you know
- To follow your health care provider's directions, such as taking the right amount of medication at the right times if you agreed to do so
- To ask questions about how to access health care services appropriately
- To participate, to the extent possible, in understanding any health or behavioral health problems you may have and developing mutually agreed upon treatment goals
- To provide a safe environment for services rendered in your place of residence
- To pay applicable copayments, coinsurances, deductibles, and fees

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