

# Member Rights and Responsibilities

CHIP members with UPMC for Kids have specific rights and responsibilities. We want parents and legal guardians to know what they are.

## Rights of Members

- To receive information about the Health Plan, its services, its programs, its practitioners and providers, and your child's rights and responsibilities
- To be treated with respect and recognition of your child's dignity and right to privacy
- To participate with practitioners in decision-making regarding your child's health care
- To receive clear and complete information from your child's doctor about your child's health condition and treatment
- To participate in a candid discussion of appropriate or medically necessary treatment options for your child's condition, regardless of cost or benefit coverage
- To voice complaints, grievances, or appeals about the Health Plan, the care provided, or your child's practitioner or provider
- To choose your child's practitioner or provider from the list of network providers and to receive timely care in an emergency
- To see your child's medical records, to keep copies for yourself, and to ask to have corrections made, if needed
- To have your child's medical information kept confidential whether it is in written, oral, or electronic format
- To make decisions about your child's 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 child's health problem to get worse or possibly become fatal
- To make recommendations regarding the Health Plan's members' rights and responsibilities policy
- To access, amend, restrict, request alternate communication (method or location), and receive an accounting of any disclosures of protected health information (PHI) made to persons or organizations other than yourself, and for purposes other than treatment, payment, and operations
- (TPO) ✓

This managed care plan may not cover all your health care expenses. Read all UPMC for Kids materials carefully to determine which health care services are covered.

UPMC for Kids Member Services: **1-800-650-8762**

TTY Services: **1-800-361-2629**

## Responsibilities of Members

- To provide, to the extent possible, information that the Health Plan and its practitioners and providers need in order to care for your child
- To follow plans and instructions for care that you have agreed on with your child's practitioners
- To treat your child's doctor 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 child's practitioner as much about your child's medical history as you know
- To follow your child's doctor's directions, such as having your child take 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 your child may have and developing mutually agreed upon treatment goals
- To provide a safe environment for services rendered in your place of residence
- To pay any applicable fees

We update these rights and responsibilities periodically. If the member rights and responsibilities change, we will notify all members of any changes. ✓



**UPMC for Kids**™

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