

# Member Rights and Responsibilities

## Empowering you for better health care.

Empty words don't make you feel better. A better health care company does.

That's why we created the Member Bill of Rights and Responsibilities. It outlines exactly what you can expect from your health care experience and how you can improve that experience, too.

### You have the right to:

- Be treated with respect and dignity by Neighborhood Health Partnership, Inc. personnel, network physicians and health care professionals.
- Privacy and confidentiality for treatments, tests and procedures you receive.\*
- Voice concerns about the service and care you receive.
- Register complaints and appeals concerning your health plan and the care provided to you.
- Receive timely responses to your concerns.
- Participate in a candid discussion with your physician about medically appropriate treatment options for your conditions, regardless of cost or benefit coverage.
- Be provided with access to physicians, health care professionals other health care facilities.
- Participate with your physician and other health care professionals in decisions about your care.
- Make recommendations regarding Neighborhood Health Partnership, Inc.'s member's rights and responsibilities policy.
- Receive information about Neighborhood Health Partnership, Inc., our services, network physicians and health care professionals.
- Be informed of, and refuse to participate in, any experimental treatment.
- Have coverage decisions and claims processed according to regulatory standards, when applicable.
- Choose an Advance Directive to designate the kind of care you wish to receive should you become unable to express your wishes.

\*See notice of Privacy Practices in your Summary Plan Description or your Certificate of Coverage for a description of how Neighborhood Health Partnership, Inc. protects your personal health information.

### You have the responsibility to:

- Know and confirm your benefits before receiving treatment.
- Contact an appropriate health care professional when you have a medical need or concern.
- Show your member ID card before receiving health care services.
- Pay any necessary co-payment at the time you receive treatment.
- Use emergency room services only for injury or illness that, in the judgment of a reasonable person, requires immediate treatment to avoid jeopardy to life or health.
- Keep scheduled appointments.
- Provide information needed for your care.
- Follow agreed-upon instructions and guidelines of physicians and health care professionals.
- Participate in understanding your health problems and developing mutually agreed-upon treatment goals.
- Notify your employer's human resource department of changes in your address or family status.
- Visit our Web site [mynhp.com](http://mynhp.com), or call Customer Care when you have a question about your eligibility, benefits, claims and more.
- Access our Web site [mynhp.com](http://mynhp.com) or call Customer Care to verify that your physician or health care professional is participating in the Neighborhood Health Partnership, Inc. network before receiving services.

