

## Member Rights and Responsibilities

Keystone Mercy is committed to treating members with respect. Keystone Mercy, and its network of doctors and other providers of services, does not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. As a member, you have the following rights and responsibilities:

### Member Rights

You have the right to:

- Know about Keystone Mercy Health Plan and its health care providers.
- Receive information about Keystone Mercy, its health care providers, and member rights and responsibilities.
- Know about your benefits and services.
- Receive information about your benefits and services.
- Have your medical records and care kept confidential.
- Expect that Keystone Mercy will provide you with a copy of its Notice of Privacy Practices without your requesting it.
- Approve or deny the release of identifiable medical or personal information, except when the release is required by law.
- Be treated with dignity and respect by your health care providers and Keystone Mercy.
- Privacy of your personal and health information.
- Talk with your health care provider to discuss treatment plans.
- Receive information from a health care provider on available treatment options and alternatives presented in a manner you understand.
- Talk to your health care provider about the types of care you can choose to meet your medical needs regardless of cost or benefit coverage.
- Voice complaints about and/or appeal decisions made by Keystone Mercy and its health care providers.
- File for a Fair Hearing with the Department of Public Welfare.
- Receive materials and/or assistance in alternate languages and formats, if necessary.
- Make an “Advance Directive” - see page 47 for more details.
- Request and receive a copy of your medical records in accordance with applicable federal and state laws.

## Member Rights *(continued)*

- Be provided with an opportunity to offer suggestions for changes in Keystone Mercy's policies and procedures.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Participate in decisions about your health care, including the right to refuse treatment and your decision to do so will not adversely affect the way you are treated by Keystone Mercy and its health care providers or the Department of Public Welfare.
- Request that any communication that contains protected health information from Keystone Mercy be sent to you by alternative means or to an alternative address.
- Request that Keystone Mercy amend certain protected health information.
- Request an accounting of disclosures of protected health information.

**For more information or to make suggestions, please contact Member Services.**

## Member Responsibilities

You have the responsibility to:

- Inform Keystone Mercy and its health care providers of any changes in eligibility, or any other information that may affect your membership, health care needs or access to benefits. *(Some examples include, but are not limited to the following: if you have a baby; if your address or phone number changes; if you or one of your children is covered by another health plan; if you have a special medical concern; or if you change your family size.)*
- Cooperate with Keystone Mercy and its health care providers. This means you must follow the guidelines given to you about Keystone Mercy and you must follow your health care provider's instructions regarding your care, *including making appointments with your health care provider; canceling appointments when you cannot attend; and calling Keystone Mercy when you have questions.*
- Treat your health care providers and staff with respect and dignity.

If you have any questions about your rights and responsibilities or for more information, please contact Member Services.