

MEMBER RIGHTS

As a member of Unison Health Plan you have the following rights:

1. to pick your own: dental, vision, routine OB/GYN and prenatal care, emergency care, family planning services, chemotherapy, dialysis, radiation therapy, mammograms or mental health and substance abuse services. You do not need a referral form
2. to ask for and get information about Unison Health Plan and information on how to use your Unison Health Plan
3. to get good care and to be treated with respect and due consideration for your dignity and privacy
4. to know the names, titles and education backgrounds of all physicians and others helping you
5. to understand your medical and health needs, what should be done for you, what choices you have, and what risks are involved
6. to be part of any decisions made about your health
7. to be told about what you should do after a hospital or office visit
8. to say that you do not want to take part in any medical research projects
9. to suggest changes in Unison and tell the Member Services Department if you are unhappy
10. to look at all your medical records in accordance with applicable federal and state laws, also to have these records kept private
11. to have an Advance Directive
12. to get this list so you know your rights and can share ideas to make Unison Health Plan better
13. to file a complaint or grievance regarding any medical or administrative decisions if you disagree. To do this, you need to follow the Complaint and Grievance Procedures of Unison Health Plan
14. to give your rights to another person. This would be a person who the law says can make decisions for you about your health care
15. to be sure your Primary Care Physician and the staff of Unison Health Plan know your rights
16. to receive information on treatment options/alternatives
17. to have these rights with no discrimination of gender, culture, economic, educational, or religious background
18. Unison Health Plan members are guaranteed the right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
19. you are free to exercise your rights. Exercising these rights will not adversely affect the way Unison Health Plan, its providers and state agencies may treat you
20. to file a Fair Hearing with the Department of Public Welfare at anytime during the grievance process.

MEMBER RESPONSIBILITIES

As a member of Unison Health Plan, you have the responsibilities:

1. to understand how Unison Health Plan works by reading this book
2. to carry your Unison Health Plan card and ACCESS card. You must show both cards when receiving services. You also must inform Unison Health Plan of any other insurance you may have, and to present current insurance information to your Primary Care Physician
3. to make appointments with your Primary Care Physician for non-emergency treatment each time you need health care services
4. to get a referral form to make an appointment with a specialist. You need to get this paper from your Primary Care Physician
5. to be on time for all appointments
6. to tell your PCP's office or any medical office if you need to change an appointment
7. to respect the rights and property of your PCP, other healthcare workers, and other patients
8. to do what your PCP tells you, to ask questions if you don't understand your health problems, and to work with your doctor or Unison Health Plan to make goals about your health when you can
9. to know when to take your medicine, how to take your medicine and to follow your doctor's instructions
10. to give up-to-date medical information about yourself
11. to take full responsibility and consequences of your decision if you refuse (say no) to treatment
12. to be sure that your Primary Care Physician has all your medical records - This includes all medical records from other doctors
13. to let Unison Health Plan know if you are in the hospital or in an emergency room - Do this in 24 hours or as soon as possible
14. to consent to the proper use of your health information.