



Member Rights and Responsibilities

Your *rights* are what you can expect from **SmartHealth**.....

As a SmartHealth medical-enrolled member, you have the right to:

- ▶ Receive information about SmartHealth, covered services, participating physicians and facilities and your rights and responsibilities.
- ▶ Understand the services SmartHealth provides.
- ▶ Make recommendations regarding the SmartHealth Member Rights and Responsibility policy
- ▶ Receive courteous, timely, accessible, and quality health care.
- ▶ Be treated with dignity, respect and privacy.
- ▶ Expect that your records will remain private and confidential.
- ▶ Get information about how we pay our providers.
- ▶ Know and understand your diagnosis and treatment options.
- ▶ Be involved with your provider in making decisions about your treatment.
- ▶ Have a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- ▶ Expect that SmartHealth will fully investigate the substance of a complaint or grievance in a timely manner.

Your *responsibilities* are what **SmartHealth** expects from you.....

As a **SmartHealth** Member, you have the responsibility to:

- ▶ Inform your physicians, practitioners and SmartHealth (to the extent possible) of any information needed to provide you with care.
- ▶ Use only SmartHealth participating physicians and health care facilities.
- ▶ Understand your health needs and participate mutually with your provider to develop your treatment goals (to the degree possible).
- ▶ Follow your provider's instructions for the care plan you have agreed on with your provider.
- ▶ Be on time for appointments and call the physician right away if you must cancel.
- ▶ Carry your SmartHealth member ID card and present it when you receive care.
- ▶ Seek care from an emergency room only in the event of a life-threatening emergency.
- ▶ Call your primary care physician within 48 hours of receiving emergency care so that he or she can arrange your follow-up care.
- ▶ Pay any co-payment when you receive care.
- ▶ Tell us if you move, change your address, or add or drop a family member under your benefits.
- ▶ Follow all SmartHealth procedures.
- ▶ Pay for services that are not covered by SmartHealth if you seek or receive these services.
- ▶ Request that SmartHealth review and approve all services that must be authorized in advance.
- ▶ Pay for covered services when you choose to obtain services and do not follow SmartHealth rules that require that you request and receive approval in advance.
- ▶ Keep your health care benefits and coverage changes current.
- ▶ Call Corporate Benefits if you have questions.