

Member Rights and Responsibilities

As a member of AltaMed Health Network, Inc. ("AHN") you have rights and responsibilities.

YOUR RIGHTS

- **Respect and dignity.**
 - To be treated with respect, dignity, and courtesy.
 - To not be controlled or restricted as a way to force, punish, make things easier, or seek revenge.

- **Privacy and confidentiality.**
 - To have a private relationship with your provider.
 - To have your medical information kept confidential.
 - To access your medical record (as appropriate) or to request updates or corrections to your medical record (refer to the *Notice of Privacy Practices* for more detailed information regarding your privacy rights).

- **Information and decision-making.**
 - To receive information about the services available through AHN or your health plan.
 - To talk openly with your providers about any healthcare they provide or recommend, discuss all treatment options, regardless of the cost or what your benefits are.
 - To seek a second opinion.
 - To make decision about your healthcare, including the right to say "no" to treatment.
 - To get information about your medical condition and treatment plan options in a way that is easy to understand.
 - To specify in advance what actions should be taken for your health if you are no longer able to make decisions for yourself because of a life-threatening illness or injury.

- **Access and choices.**
 - To choose a primary care provider (PCP) within your health plan's network.
 - To access family planning services; services through a Federally Qualified Health Center or Indian Health Service Center; services for sexually transmitted, and emergency or urgent services outside of your health plan's network.
 - To access covered services in person or via telehealth.

- To access minor consent services.
- **Complaints and appeals.**
 - To complain, either verbally or in writing, about the care you receive or about your provider, AHN, or your health plan.
 - To disagree with a decision and ask for a review of the decision.
 - To request a State Fair Hearing.
 - To disenroll from your health plan whenever you want.
- **Service and information in your preferred languages and formats.**
 - To request an interpreter at no charge in a language that you understand.
 - To receive written member information at no charge in another format (such as braille, audio, or large print) or preferred language, and in a timely manner.
- **Know your rights.**
 - To receive information about your rights and responsibilities.
 - To make recommendations on our rights and responsibilities policy.

YOUR RESPONSIBILITIES

- **Act courteously and respectfully.**
 - To treat your doctors, providers, staff and other patients with courtesy and respect.
 - To make and keep medical appointments and (to the extent possible) notify your doctor's office promptly when you need to cancel or reschedule your appointment.
- **Give up-to-date, accurate and complete information.**
 - To give your providers and AHN up-to-date, accurate, and complete information (to the extent possible) about you and your health status so we can provide care.
- **Participate and adhere to treatment plan.**
 - To work closely with your provider to develop your treatment plan and do your best to understand your medical needs.
 - To follow the treatment plan agreed upon by you and your provider as well as any instructions and established self-management goals.
 - To engage in habits and practices that keep you healthy.

- **Use the emergency room for emergencies only.**
 - To use the emergency room only in cases of an emergency or as directed by your doctor.

- **Report fraud and wrongdoing.**
 - To report healthcare fraud or wrongdoing to AHN, your health plan or to the California Department of Health Care Services (refer to *Fraud, Waste and Abuse* for more detailed information). You can choose anonymous reporting options if you