

4.02 Statement of Members' Rights

CHP does not delegate any aspect of Member Rights and Responsibilities. All customer service activities are guided and conducted in accordance with NCQA and contracted health plan agreements.

CHP believes all members should be treated in a manner that respects their specific needs and their basic rights as human beings. Consistent with this belief, CHP is committed to guaranteeing members' rights as follows:

- A right to receive information about CHP, its services, providers, members' rights and responsibilities.
- A right to be treated with respect, recognition of their dignity and the right to their privacy.
- A right to participate with providers in making decisions about their health care.
- A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about CHP or the care it provides.
- A right to make recommendations regarding CHP's member rights and responsibilities policy.
- A right to confidentiality and privacy during interviews and examinations by all those involved in providing care and healthcare information.
- A right to trust that all information about a member's care and records will be treated in a confidential manner.
- A right to receive all medically necessary care covered by their contracts.

4.03 Member Responsibilities

While CHP is obligated to review and respond to issues regarding its providers and contracted health plan members and their medical care, all members have a responsibility to appropriately participate with CHP and their participating providers.

Member responsibilities are as follows:

- A responsibility to supply information (to the extent possible) that CHP and its providers need to provide care.
- A responsibility to follow plans and instruction of care that they have agreed to with their provider.
- A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- A responsibility to ask for clarification about any aspect of their health care or benefits that they do not fully understand.
- A responsibility to keep scheduled appointments or give adequate notice of delay or cancellation.
- A responsibility to treat those caring for them with respect and courtesy.

4.04 Distribution of Information

Information to Members

- CHP is restricted from distributing member information directly to health plan members. Member rights are distributed to members by each of CHP's contracted health plans. CHP provides members with as much information concerning their health plan benefits relating to IH benefits as allowed by the contracted health plans.
- Access to participating IH providers is provided by the contracted health plans and via the CHP website. CHP directories can be mailed to health plan members requesting a paper directory.
- CHP does not provide written information about benefits and charges applicable to members/subscribers unless required while resolving a member complaint.
- CHP provides members with information on how to appeal a CHP decision that adversely affects coverage, benefits, or their relationship with CHP. Appeals are handled by the contracted health plans.
- Members are notified directly by CHP if a provider is inactivated from the network; 65 calendar days' notice is provided unless a formal action necessitates the provider's immediate inactivation from the network. A listing is mailed to the members providing the names of other CHP participating providers within the same geographic area. Please refer to Sections 1.09 and 1.10 within this section.
- Contracted health plans are responsible for disseminating all other member information.

Information to Providers

- A Statement of Member Rights & Responsibilities is provided to initial and existing providers in the Provider Operations Manual which is posted on the CHP website and available in print form upon request.
- Member Rights & Responsibilities are to be displayed in the provider's office.
- Information on CHP's customer grievances policies are provided to all initial and existing providers upon initial credentialing approval and provided to initial and existing providers in the Provider Operations Manual which is posted on the CHP website and available in print form upon request.
- Providers are sent timely notification of revisions to the Provider Operations Manual containing Member Rights and Grievance and Appeal Policies in accordance with contractual agreement.