

## 4.02 Statement of Members' Rights

Heraya 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.

Heraya 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, Heraya is committed to guaranteeing members' rights as follows:

- A right to receive information about Heraya, 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 Heraya or the care it provides.
- A right to make recommendations regarding Heraya'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 Heraya 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 Heraya and their participating providers.

Member responsibilities are as follows:

- A responsibility to supply information (to the extent possible) that Heraya 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.