



Member Rights and Responsibilities

Introduction

As a UnitedHealthcare Community Plan provider, your members have certain rights and responsibilities. Knowing their rights and responsibilities will help your members receive the best care possible. Below is the list of member rights and responsibilities.

Members Have A Right To:

- Receive information about UnitedHealthcare Community Plan, our services and network physicians and health care professionals in accordance with federal and state regulations.
- Be treated with respect and with due consideration for his or her dignity and privacy by UnitedHealthcare Community Plan personnel, network physicians, and health care professionals as well as privacy and confidentiality for treatments, tests or procedures received.
- Voice concerns about the service and care they receive as well as register complaints and appeals concerning their health plan or the care provided to them and receive timely responses to their concerns.
- Receive information on available treatment options and alternatives, presented in a manner appropriate to the enrollee's condition and ability to understand, regardless of cost or benefit coverage.
- Participate with their provider and other caregivers in decisions about their health care including the right to refuse treatment.
- Be informed of, and refuse to participate in, any experimental treatment.
- Have coverage decisions and claims processed according to regulatory standards.
- Choose an advance directive to designate the kind of care they wish to receive should they be unable to express their wishes.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Request and receive one (1) free copy of his or her medical records, and request that they be amended or corrected.

- Use any hospital or other facility for emergency care.
- To refuse to undergo any medical service, diagnoses or treatment or to accept any health service provided by UnitedHealthcare Community Plan.
- Make recommendations regarding our member rights and responsibilities policy.

Members Have The Responsibility To:

In addition to the rights listed above, every Member has the responsibility to:

- Know and confirm your benefits before receiving treatment.
- Contact an appropriate health care professional when you have a medical need or concern.
- Show your identification card before receiving health care services.
- Verify that the physician or health care professional you receive services from is in the UnitedHealthcare Community Plan network.
- Familiarize yourself with UnitedHealthcare Community Plan procedures to the best of your ability.

The rights and responsibilities are distributed to all UnitedHealthcare Community Plan members when they enroll. These are also sent to all members each year when the member handbook is updated. You can access an electronic copy of the member handbook here: <https://www.uhccommunityplan.com/la/medicaid/healthy-louisiana.html>. As a provider, you can encourage members to contact member services at 1-866-675-1607 if they have additional questions about their rights and responsibilities.

Citation(s) - All information above was taken for the member handbook located at the URL above.