

21. MEMBERS' RIGHTS AND RESPONSIBILITY

21.1 MEMBERS' RIGHTS

- ✧ Be cared for with respect, without regard for health status, sex, race, color, religion, national origin, age, marital status or sexual orientation.
- ✧ Be told where, when and how to get the services you need from Neighborhood Health Providers.
- ✧ Be told by their Primary Care Physician what is wrong, what can be done for the member, and what will likely be the result in language the member understand.
- ✧ Get a second opinion about their care.
- ✧ Provide their consent to any treatment or plan for their care after that plan has been fully explained to the member.
- ✧ Refuse care and be told what risk if the member choices too.
- ✧ Get a copy of their medical record, and discuss with the Primary Care Provider, and to ask, if needed, that their medical record be amended or corrected.
- ✧ Be sure that their medical record is private and will not be shared with anyone except as required by law, contract, or with the member's approval.
- ✧ Use the Plan's complaint system to settle any complaints, or the member can complain to the NY State Department of Health or the local Department of Social Services any time that the member feels he/or she were not fairly treated.
- ✧ Use the State Fair Hearing system

- ✧ Appoint someone (relative, friend, lawyer, etc.) to speak on their behalf if they are unable to speak for themselves about care and treatment.
- ✧ Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints

21.2 MEMBERS' RESPONSIBILITIES

- ✧ Work with their PCP to guard and improve their health.
- ✧ Find out how the health care system works.
- ✧ Listen to their PCP's advice and ask questions when they are in doubt.
- ✧ Call or go back to their PCP if they do not get better, or ask for a second opinion.
- ✧ Treat health care staff with the respect they expect to receive.
- ✧ Report problems with any health care staff to the Plan.
- ✧ Maintain their appointments. If the member must cancel, they must call as soon as they can.
- ✧ Use the emergency room only for real emergencies.
- ✧ Call their PCP when they need medical care, even if it is after-hours.

21.3 OVERVIEW OF THE MEMBER SERVICES DEPARTMENT

The Member Services Department is an important resource for Plan members. The Department provides ongoing member education related to use of the NHP network and assistance with the member enrollment and disenrollment process, member requests to select or change PCPs, general information inquiries, re-issuing member ID cards and the member complaint process.

**Member Services Department Staff Are Available
Monday through Friday – 8:00 AM to 7:00 PM**

After 7:00 PM and on weekends/holidays, the 800 line transfers to a phone service that records member issues with call back information. Plan staff returns these calls the next business day.

Member Satisfaction

The general level of member satisfaction is assessed through an annual sample survey.

Member Newsletter

The Plan publishes a member newsletter on a semi-annual basis. The newsletter is mailed to all members and contains health and managed care related information. Any provider who wishes to submit information for the newsletter may do so by writing to the: *NHP Member Newsletter, 521 Fifth Avenue – 3rd Floor, New York, NY 10175*

21.4 MEMBER GRIEVANCES AND APPEALS

The Plan is committed to ensuring that member complaints are handled in a manner that is dignified, thorough and expeditious. A member has the right to file a complaint with the Plan if s/he is dissatisfied with the outcome of an informal inquiry or if dissatisfied with any aspect of the Plan's operation or any aspect of the health care delivery process including the quality of care, access to care and general treatment. Plan's member complaint procedure is compliant with current State and City regulatory guidelines. The Plan maintains records of complaints, and files the complaints in the provider file, which is used in the provider recredentialing process. Providers are advised of the findings and the corrective action plan, when indicated.

