



## **MEMBER RIGHTS AND RESPONSIBILITIES**

### **As a CenCal Health member, you have the right to:**

1. Be treated with respect and dignity.
2. Choose your PCP from our Provider Directory.
3. Get appointments within a reasonable amount of time.
4. Participate in candid discussions and decisions about your health care needs, including appropriate or medically necessary treatment options for your condition(s), regardless of cost and regardless of whether the treatment is covered by the Health Plan.
5. Have a confidential relationship with your provider.
6. Have your health records kept confidential. This means we will not share your health care information without your written approval or unless it is required by law.
7. Voice your concerns about CenCal Health, or about health care services you received from CenCal Health.
8. Receive information about CenCal Health, our services, and our providers.
9. Make recommendations about your rights and responsibilities.
10. See your medical records.
11. Get services from providers outside of our network in an emergency.
12. Request an interpreter at no charge to you.
13. Use interpreters who are not your family members or friends.
14. Receive member materials that have been translated into your language.
15. File a complaint if your linguistic needs are not met.
16. File a complaint and be assured by CenCal Health that there will be no discrimination against you including cancellation of your coverage on the grounds that you filed a complaint.

### **Your responsibilities are to:**

1. Give your providers and CenCal Health correct information.
2. Understand your health problem(s) and participate in developing treatment goals, as much as possible, with your provider.
3. Always present your Member Identification Card when getting services.
4. Use the emergency room only in cases of an emergency or as directed by your provider.
5. Make and keep medical appointments and inform your provider at least 24 hours in advance when an appointment must be cancelled.
6. Ask questions about any medical condition and make certain you understand your provider's explanations and instructions.
7. Help CenCal Health maintain accurate and current medical records by providing timely information regarding changes in address, family status, and other health care coverage.
8. Notify CenCal Health as soon as possible if a provider bills you inappropriately or if you have a complaint.
9. Treat all CenCal Health personnel and health care providers respectfully and courteously.