

# Member Rights and Responsibilities

## Your Rights

As a Neighborhood member, you have the following rights:

- To receive information about Neighborhood, its services, practitioners, and providers, and members' rights and responsibilities.
- To be treated with respect and recognition of your dignity and right to privacy.
- To participate with your practitioners in decision-making about your health care.
- To privacy of all records and communications as required by law. (Neighborhood employees follow a strict confidentiality policy regarding all member information.)
- To respectful, personal attention without regard to your race, national origin, gender, age, sexual orientation, religious affiliation, or preexisting conditions.
- To an open discussion of appropriate home and community services or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- To get a second medical opinion for medical and surgical concerns.
- To voice complaints or appeals about Neighborhood or the care provided by its practitioners and/or agencies.
- To make recommendations about Neighborhood's Member Rights and Responsibilities policies.
- To refuse treatment, and if you do, it will not affect your future treatment.
- To receive information on available treatment options and alternatives.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To request and receive a copy of your medical records, and request that they be amended or corrected.
- To be given health care services.
- To exercise your rights, and that the exercise of those rights does not negatively affect the way Neighborhood and its providers treat you.
- To understand the requirements and benefits of the plan.
- To receive member materials in a manner that can easily be understood, including formats that take into consideration members with special needs..
- To include length of stay following childbirth for mothers and newborns.

## Your Responsibilities

As a Neighborhood member, you have the following responsibilities:

- To choose a PCP and primary care site. Your PCP will coordinate all of your medical care. You may change your PCP at any time by calling Neighborhood Member Services.
- To have all of your medical care provided by, or arranged by, a provider in the Neighborhood network.
- To carry your Neighborhood member ID and your Rhode Island Medical Assistance card with you.
- To provide, to the extent possible, information that Neighborhood and its practitioners and providers need to care for you.
- To learn about your health problems and help plan treatment you and your provider agree on.
- To follow the plans and instructions for care that you have agreed on with your providers.
- To talk with your PCP about all specialty care. If you need a specialist, your PCP will work with you to make sure you get quality care.
- To call your PCP first for help if you have an urgent medical condition. If an emergency is life threatening, call 911 right away or go to the nearest emergency room. You, a friend or family member, should call your PCP the next day.
- To let Neighborhood know about any changes to your name, home address, telephone number, or if you have other insurance coverage.

Call Neighborhood Member Services if you have any questions about your rights and responsibilities.