

JOHNS HOPKINS US FAMILY HEALTH PLAN MEMBER RIGHTS AND RESPONSIBILITIES

We value you as a member of our US Family Health Plan (USFHP) health care family. As a member, you have the following rights and responsibilities:

You have the right to:

- Be treated with respect for your dignity and privacy.
- Discuss all appropriate treatment options for a condition regardless of cost or benefit coverage.
- Receive information, including information on treatment options and alternatives in a manner you can understand.
- Participate in decisions regarding your healthcare, including the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Request and receive a copy of your medical records and request that they be amended or corrected as allowed.
- Exercise your rights and to know that the exercise of those rights will not adversely affect the way that USFHP or our providers treat you.
- File complaints, appeals, and grievances with us.
- Request that ongoing benefits be continued during appeals (although you may have to pay for the continued benefits if our decision is upheld in the appeal).
- Receive a second opinion from another doctor in USFHP's network if you disagree with your doctor's opinion about the services that you need. Contact us at 1-800-808-7347 for help with this.
- Receive other information about us such as how we are managed. You may request this information by calling 1-800-808-7347.
- Receive information about the organization, its services, its practitioners, and providers and member rights and responsibilities.
- Make recommendations regarding the organization's member rights and responsibilities policy.

You have the responsibility to:

- Carry your membership card with you at all times and know your eligibility status with USFHP. If you lose your card, you can obtain a new one by calling Customer Service.
- Follow your plan's referral and prior authorization guidelines and policies.
- Cancel doctor's appointments if you cannot keep them.
- Pay any applicable co-pay, coinsurance, and deductible at the time of service.
- Report any other health insurance coverage to your doctor and to USFHP.
- Report any communicable diseases, family history, problem with substance abuse, and any other information your doctor may need in order to provide adequate care.
- Cooperate with health care providers and follow their instructions.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.