

Your NHP Member Rights and Responsibilities

This information replaces the statement of member rights and responsibilities located on page 51 of your NHP Commonwealth Choice member handbook.

Your Rights as an NHP Member

As a valued Member of NHP, you have the right to:

- *Receive information about NHP, our services, our providers and practitioners, your covered benefits, and your rights and responsibilities as a Member of NHP.*
- *Have your questions and concerns answered completely and courteously.*
- *Be treated with respect and with consideration for your dignity.*
- *Have privacy during treatment and expect confidentiality of all records and communications.*
- *Discuss and receive information regarding your treatment options, regardless of cost or benefit coverage, with your Provider in a way which is understood by you.*
- *Be included in all decisions about your health care, including the right to refuse treatment.*
- *Change your Primary Care Provider.*
- *Access Emergency care 24 hours/day, 7 days a week.*
- *Access an easy process to voice your concerns, and expect follow-up by NHP.*
- *File an Appeal (Grievance) or Complaint if you have had an unsatisfactory experience with NHP or with any of our contracted Providers or if you disagree with certain decisions made by NHP.*
- *Make recommendations regarding NHP's Member rights and responsibilities.*
- *Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.*
- *Freely apply your rights without negatively affecting the way NHP and/or your Provider treats you.*
- *Ask for and receive a copy of your medical record and request that it be changed or corrected.*
- *Receive the Covered Health Care Services you are eligible for as outlined in this Handbook.*

Your Responsibilities as an NHP Member

As a Member of NHP, you also have responsibilities. It is your responsibility to:

- *Choose a Primary Care Provider, the Provider responsible for your care.*
- *Call your Primary Care Provider when you need health care.*
- *Tell any health care Provider that you are an NHP Member.*
- *Give complete and accurate health information that NHP or your Provider needs in order to provide care.*
- *Understand the role of your Primary Care Provider in providing your care and arranging other medical services that you may need.*
- *Understand your health problems and take part in making decisions about your health care and in developing treatment goals with your Provider.*
- *Follow the plans and instructions agreed to by you and your Provider.*
- *Understand your benefits – what's covered and what's not covered.*
- *Call your Primary Care Provider within forty-eight (48) hours of any Emergency or out-of-area treatment. If you experienced a Behavioral Health (mental health and substance abuse) Emergency you should contact your Behavioral Health Provider, if you have one.*
- *Notify NHP and the Health Connector Authority of any changes in personal information such as address, telephone, marriage, additions to the family, eligibility of other health insurance coverage, etc.*