



Member Rights & Responsibilities

You have the right.....

- To get information about Total Health Care, its services, its providers and member rights and responsibilities.
- To make recommendations regarding Total Health Care's member rights and responsibilities policy.
- To be treated with respect and dignity by others.
- To have privacy while you receive care.
- To take part with your doctors in decision-making about your health care. Including the right to refuse treatment.
- To talk openly about your treatment options regardless of cost or benefit coverage. You have a right to get these explained to you in words that you understand.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- To be free to exercise your rights without adversely affecting the way Total Health Care or our providers treats you.
- To be free from other discriminations prohibited by State and Federal regulations.
- To receive healthcare services consistent with your contract, State and Federal regulations.
- To voice your complaints or grievance/appeals about Total Health Care or the care provided.

You have the responsibility.....

- To receive all your health care services through Total Health Care.
- To understand your healthcare benefits.
- To provide Total Health Care and its providers with the information needed to care for you.
- To help you doctor decide what treatment will work best for you.
- To follow the plans and instructions for care that you have agreed to with your doctor.
- To respect the rights of other patients, doctors and staff of Total Health Care.
- To understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.

Total Health Care's staff and providers will comply with all regulations concerning your rights.

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