

## **RIGHTS AND RESPONSIBILITIES**

### **Enrollees' Rights**

- Enrollees have the right to be treated with respect and receive recognition of their dignity and need for privacy.
- Enrollees have the right to choose their own doctors from the list of Vale-U-Health network doctors and to receive timely care in an emergency.
- Enrollees have the right to have their medical records kept confidential.
- Enrollees have the right to see their medical records and to request copies for themselves, upon submission of written consent to the provider.
- Enrollees have the right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Enrollees have the right to know about Vale-U-Health, its programs and services, and its providers' and members' rights and responsibilities.
- Enrollees have the right to receive clear and complete information from their doctors about their health conditions and treatments.
- Enrollees have the right to file a grievance or appeal about Vale-U-Health or its providers.
- Enrollees have the right to request restriction on private health information.
- Enrollees have the right to request confidential communication of private health information.
- Enrollees have the right to request to amend private health information on file.
- Enrollees have the right to receive an accounting of private health information disclosure.

### **Enrollees' Responsibilities**

- Enrollees have the responsibility to treat their doctors and other health care workers with dignity and respect. This includes being on time for appointments and calling ahead if they need to cancel appointments.
- Enrollees have the responsibility to tell their doctors as much about their medical history as they know.
- Enrollees have the responsibility to understand and ask questions about how to access health care services appropriately.
- Enrollees have the responsibility to follow their doctors' plans and instructions for care that they have agreed upon.

## **Providers' Rights**

- Providers have the right to be treated by their patients and other health care workers with dignity and respect.
- Providers have the right to expect other Vale-U-Health providers to act as partners in patient's treatment plans, including following instructions when appropriate.
- Providers have the right to accurate, complete patient information for use in the care of Pennsylvania Health Care Plan patients.
- Providers have the right to help patients make decisions about their treatment, including the right to recommend new or experimental treatments.
- Providers have the right to make a complaint or file an appeal about Vale-U-Health and or Pennsylvania Health Care Plan patients.

## **Providers' Responsibilities**

- Providers have the responsibility to treat members with dignity and respect.
- Providers have the responsibility to ensure patient's medical records are stored in a secured location.
- Providers have the responsibility to keep patient's medical records and histories confidential and adhere to state and federal guidelines for confidentiality.
- Providers have the responsibility to collaborate with other health care professionals who are involved in the care of the members.
- Providers have the responsibility to ensure that members receive care during routine office visits, office visits when ill, or emergency care visits within Vale-U-Health's recommended time frames and also provide clear and complete information to their patients about their health conditions and treatments.

<b>Contact Information:</b>	
Member Service Department	724-379-4011 option #1
Utilization Review/Case Management	724-379-4011 option #2
US Mail	WillowPointe Plaza, 800 Plaza Drive, Suite 230 Belle Vernon, PA 15012