

GlobalHealth Member Rights and Responsibilities

As a partner with your health plan, your physician and other health care professionals who may be involved in your care, you or your legal designee have the right to:

- Ask questions about any medical advice or prescribed treatment if you need an explanation or want more information in order to make an informed consent or refuse a course of treatment providing you accept the responsibility and consequences of such a decision.
- A candid discussion of all appropriate, medically necessary treatment options that are recommended for your condition, regardless of cost of benefit coverage. You also have the right to participate actively in decisions regarding your medical care. Having participated and agreed to a treatment plan, you have a responsibility to follow the treatment plan.
- Appeal any unfavorable medical or administrative decisions by following the established appeal or grievance procedures of your health plan.
- To receive information about GlobalHealth, its services, members' rights and responsibilities, practitioners and providers, including the names, titles and professional qualifications of all physicians and other health care professionals involved in your medical treatment.
- Completely understand your medical condition, health status and the medications prescribed for you - what they are, what they are for, how to take them properly and possible side effects.
- Know how your health plan operates – as stated in your Member Handbook and Evidence of Coverage.
- Timely access to your Primary Care physician and referrals to specialists when Medically Necessary.
- Use emergency services when you, as a prudent layperson acting reasonably, believe that an emergency medical condition exists.
- Receive urgently needed services.
- Be treated with dignity and respect and to have your right to privacy recognized.
- Confidential treatment of all communications and records pertaining to your health care and the care of other patients. With written permission, you or your representative have the right to access your medical records. The Plan must provide timely access to your medical records or other health and enrollment information that pertains to you.
- Complete an Advance Directive, Living Will or other directive to a contracting medical provider.
- Information about our contracted physician payment agreements, as well as explanations for any bills for non-covered services, regardless of payment source.
- Be advised if a physician proposes to engage in experimental or investigational procedures affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Voice complaints and appeals about GlobalHealth or the care provided without discrimination and expect problems to be fairly examined and appropriately addressed.

You are also entitled to exercise these rights regardless of gender, sexual orientation, marital status or culture, economic, educational or religious background.

You or your legal-designate have the responsibility to:

- Identify yourself by presenting your health plan ID card (to physicians, laboratory, hospital, etc.) when receiving medical services.
- Provide, to the extent possible, all information and medical records that your physician and/or the Plan need to give you appropriate care.
- Understand your health problems and participate in mutually agreed upon treatment goals to the degree possible.
- Be on time for all appointments and to notify your physician's office as far in advance as possible if you need to cancel or reschedule an appointment.
- Notify your health plan within forty-eight (48) hours, or as soon as possible, if you are hospitalized or receive emergency or out-of-area urgent care.
- Pay all required co-payments at the time you receive health care services.
- Do your part to improve your own health condition by following treatment plans, instructions and care that you have agreed on with your physician(s).
- Participate, to the degree possible, in understanding your behavioral health problems and developing mutually agreed upon treatment goals.
- Adhere to behavior that reasonably supports your treatment plan and the recommendation of your primary care physician or other contracting medical provider.
- Review information regarding Covered Services, policies and procedures as stated in your Member Handbook or Evidence of Coverage booklet. Accept the financial responsibility associated with services received while under the care of a physician or while a patient at a facility.
- Ask questions of your contracting physician or GlobalHealth.

You have the right at any and all times to contact GlobalHealth's Customer Service Department for assistance with issues regarding your health plan or to make recommendations regarding GlobalHealth's Member Rights and Responsibilities. GlobalHealth Members Rights and Responsibilities can also be found on the GlobalHealth web site at www.globalhealth.cc.

If you have any questions or concerns regarding the benefits outlined in this Member Handbook, please contact GlobalHealth's Customer Service department at 405-280-5600 (local), 1-877-280-5600 (toll-free), (1-800-522-8506 TTY/TDD/Voice) Monday – Friday, 8 am - 5 pm (CST).