Delaware - Member Rights & Responsibilities

Member Rights

A member has the right to:

- Information about the health plan, its benefits, policies, participating practitioners/providers and members' rights and responsibilities. Written information that is provided to the member will be readable and easily understood.
- Be treated with respect, and recognition of their dignity and right to privacy.
- Participate in decision making regarding his/her health care. This right includes candid discussions of appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- Voice complaints or appeals about the health plan or care provided, and to receive a timely response.
- Make recommendations regarding the organization's member rights and responsibilities policies by contacting the Member Services Department in writing.
- Choose practitioners, within the limits of the plan network, including the right to refuse care from specific practitioners.
- Confidential treatment of medical information. The member also has the right to have access to his/her medical record in accordance with applicable Federal and Delaware state law.
- Reasonable access to medical services.
- Receive health care services without discrimination based on race, ethnicity, age, mental or physical disability, genetic information, color, religion, gender, sexual orientation, national origin or source of payment.
- Formulate advance directives. The Plan will provide information concerning advance directives to members and practitioners and will support members through its medical record keeping policies.

Member Responsibilities

A member has the responsibility to:

- Communicate, to the extent possible, information that the Plans, participating practitioners and providers need in order to care for the member.
- Comply with recommended treatment that (s)he has agreed to receive, and consider the possible consequences of noncompliance.
- Understand their health problems and participate to the degree possible in developing mutually agreed upon treatment goals.
- Review all benefit and membership materials carefully and to follow the regulations pertaining to the health plan.
- Ask questions to assure understanding of the explanations and instructions given.
- Treat others with the same respect and courtesy that (s)he would expect to receive.
- Keep scheduled appointments or to give adequate notice of delay or cancellation.