



Your Rights & Responsibilities as a Health Plan Member

You have the right to:

- Receive information about Community Health Group, its services and its doctors and other providers in a way that may be easily understood.
- Receive information about your rights and responsibilities as a Community Health Group member.
- Be treated with respect and dignity.
- Privacy.
- Choose a primary care provider from within our network of contracted providers.
- Participate with your doctor in decision making about your health care, and to refuse treatment.
- An open and honest discussion of your treatment options regardless of cost or health plan benefits.
- Get appointments within a reasonable amount of time.
- Complain about Community Health Group or the care you receive.
- Appeal when you don't agree with a decision Community Health Group has made.
- Ask someone to explain or translate if you don't understand something that is said or written.
- Request an interpreter at no charge to you.
- Use interpreters who are not your family members or friends.
- File a complaint if your linguistic needs are not met.
- Prepare Advance Directives.
- Have your medical records kept private. Please see page 10 for more information on privacy.
- See your medical records.
- Make recommendations regarding Community Health Group's rights and responsibilities policies.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Exercise these rights without adversely affecting how you are treated by Community Health Group, its providers, or the State.

Some Special Rights You Have As A Medi-Cal Member

You have the right to:

- Get family planning and counseling services from any qualified Medi-Cal provider within or outside Community Health Group's network of contracted providers.
- Access sexually-transmitted disease (STD) services through Community Health Group's network of contracted providers, as well as out-of-network through Local Health Department clinics, family planning clinics or other community STD service providers.
- Access confidential HIV counseling and testing services through Community Health Group's provider network and through out-of-network Local Health Department and family planning providers.
- Access services at Federally Qualified Health Centers. American Indian members have the right to access services at Indian Health Service facilities.
- Access Emergency Services in or out of our network, pursuant to federal law.
- Request a State Fair Hearing from the California Department of Social Services.
- Disenroll upon request.



Member Responsibilities

You have the responsibility to:

- Give correct information to Community Health Group, its doctors and other providers so that they can care for you.
- Follow the plans and care instructions that you have agreed to with your doctor and others who provide care to you.
- Know your doctor's name.
- Present your member ID card(s) with you when getting medical care. If you have other insurance, take that card too.
- Use emergency services only in cases of an emergency or as directed by your provider.
- Remember what your doctor tells you about your health problem.
- Understand your health problems and participate in developing treatment goals.
- Ask questions if you don't understand what you are told.
- Keep follow-up visits with your doctor.
- Tell your doctor if you don't want to follow a treatment plan.
- Make and be on time for medical appointments or cancel appointments at least one business day ahead of time.
- Treat all Community Health Group personnel and health care providers respectfully and courteously.
- Go with your children who are under age 18 (if they are enrolled in the plan) when they are getting medical care. You can sign a form that allows the child to be treated without you there.
- Help Community Health Group maintain accurate and current records by providing timely information regarding changes in address, family status, and other health coverage.
- Notify Community Health Group as soon as possible if a provider bills you inappropriately or if you have a complaint.