



UnitedHealthcare Community Plan of Kentucky

Member rights & responsibilities

Member rights

- Respect, dignity, privacy, confidentiality, accessibility and nondiscrimination
- A reasonable opportunity to choose a primary care provider (PCP) and to change to another provider in a reasonable manner
- Consent for or refusal of treatment and active participation in decision choices
- Ask questions and receive complete information relating to your medical condition and treatment options, including specialty care
- Voice grievances and receive access to the grievance process, receive assistance in filing an appeal, and request a State Fair Hearing from UnitedHealthcare Community Plan of Kentucky and/or the Department
- Timely access to care that does not have any communication or physical access barriers
- Prepare Advance Medical Directives
- Assistance with requesting and receiving a copy of your medical records
- Timely referral and access to medically indicated specialty care
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Receive information in accordance with 42 C.F.R. 438.10
- Be furnished health care services in accordance with federal and state regulations
- Any American Indian enrolled is eligible to receive services from a participating Indian Health Services/ Tribal 638/Urban Indian Provider (I/T/U) or I/T/U PCP shall be allowed to receive services from that provider if in Network
- To have a candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage
- Make recommendations regarding the organization's member rights and responsibilities policy

Member rights & responsibilities

Member responsibilities

As a member of UnitedHealthcare Community Plan of Kentucky, members agree to:

- Work with your PCP to protect and improve your health
- Find out how your health plan coverage works
- Listen to your PCP's advice and ask questions when you are in doubt
- Call or go back to your PCP if you do not get better or ask to see another provider
- Treat health care staff with the respect you expect yourself
- Tell us if you have problems with any health care staff by calling Member Services at **1-866-293-1796**, TTY **711**.
- Keep your appointments, calling as soon as you can if you must cancel
- Use the emergency department only for real emergencies
- Call your PCP when you need medical care, even if it is after-hours
- To supply true and complete information that the organization and its practitioners and providers need in order to provide care
- To follow plans and instructions for care that you have agreed to with your practitioner
- To understand health problems and participate in developing mutually agreed-upon treatment goals

