



# Member Rights and Responsibilities

## As a Cooperative **member, you have the RIGHT to:**

- Receive all of your covered benefits.
- Receive quality care in a timely manner.
- Be treated with respect and dignity.
- Have your health information be kept private (please see our Notice of Privacy Practices for more detail).
- Be free from seclusions or restraints.
- Receive information on treatment options and alternatives.
- Receive information in a language and format you understand and that takes into consideration your culture and beliefs.
- Understand your treatment and provide informed consent before you have a service or procedure.
- Participate in decisions regarding your health care.
- Refuse treatment.
- Expect that your primary care provider will coordinate and monitor your care.
- File a complaint or grievance or otherwise express concerns regarding your care or service.
- Receive information on how to designate someone to make treatment decisions for you if you are not able to.
- Direct access to routine and preventive services in an office setting, such as mammograms and most vaccines, including the flu shot or meningitis vaccine.

## As a Cooperative member, **you have the RESPONSIBILITY to:**

- Read and understand your benefits, or call us if you have questions.
- Select a primary care clinic/doctor from any in-network provider.
- Use providers in the network, unless it is an emergency.
- Provide us and your providers with complete and accurate information about your health.
- Report changes in your health to your doctor and understand the care being provided to you.
- Keep your scheduled appointments or call your provider if you need to cancel.
- Contact us to update your address or phone number if it changes.
- Provide us with complete information about other insurance you have.

### **Interpreter services are provided free of charge to you.**

Group Health Cooperative of Eau Claire complies with applicable Federal civil rights laws and does not discriminate on the basis of race, religion, color, national origin, age, disability, or sex.

<b>English</b> –	For help to translate or understand this, please call 1-888-203-7770.
<b>Spanish</b> –	Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-888-203-7770.
<b>Russian</b> –	Если вам не всё понятно в этом документе, позвоните по телефону 1-888-203-7770.
<b>Hmong</b> –	Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau 1-888-203-7770.
<b>Somali</b> –	Si laguu siiyo kaalmo xagga tarjumaadda ama si aad u fahamtid, fadlanwac 1-888-203-7770.
<b>TDD/TTY</b> –	1-800-947-3529