



## Coast Healthcare Management, LLC

Management Company for

Alamitos IPA ♦ Brookshire IPA ♦ Citrus Valley Physicians Group ♦ Family Care Specialists IPA  
Fountain Valley Premier IPA ♦ Good Samaritan Medical Practice Association ♦ Lakewood IPA  
Premier ACO Physicians Network, LLC ♦ Premier Health Plan Services, Inc.  
Primary Care Associates of California ♦ St. Mary IPA

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www.coasthealthcare.net

SUBJECT: <b>Policy &amp; Procedure</b>	DEPARTMENT: <b>Medical/Quality Management</b>
<b>Member Rights and Responsibilities</b>	DATE ISSUED: 01/01/97
APPROVED BY: QM Committee: LIPA Entities, Premier, CVPG, FCS, PCAC and GSMPA	APPROVAL DATE: LIPA Entities 1/11/16, Premier 1/11/16, CVPG 1/26/16, FCS 3/29/16, PCAC 1/19/16, GSMPA 2/22/16

### Purpose:

To ensure that members receive quality care that is professionally delivered in a respectful, culturally competent and non-discriminatory manner. To ensure that members and practitioners are informed of member's rights. To ensure the protection of member's rights during health care delivery.

### Policy:

It is the policy of the IPAs to ensure that members are not discriminated against in the delivery of health care services consistent with benefits covered based on race, ethnicity, national origin, religion, sex, age mental or physical disability or medical condition, such as ESRD, sexual orientation, claims experience, medical history evidence of insurability (including conditions arising out of acts of domestic violence), genetic information or source of payment. This policy will be distributed annually, when there is a revision, and upon request, to all contracted practitioners, and members, annually reviewed and revised as necessary. The IPA/MGs will monitor compliance with this policy, investigate allegations of discrimination made by members or practitioners and take corrective action as necessary.

### Responsibility:

#### Procedure:

- The IPA/MGs will distribute to new and existing members, a policy statement that includes the following member rights and responsibilities:
  - Right to receive information about the IPA/MGs its services, its practitioners and providers, and member's rights and responsibilities without negative consequences, consistent with CMS and California regulations.
  - Right to be treated with respect and recognition of their dignity and right to privacy; receive information on available treatment options and alternative, presented in a manner appropriate to the members condition and ability to understand.
  - Right to participate with practitioners in decision making regarding their health care including the rights to refuse treatment.
  - Right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
  - Right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
  - Right to request and receive a copy of his/her medical records, and to request that the medical records be amended or corrected.
  - Right to voice complaints or appeals about the IPA/MGs or the care provided.



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- Right to make recommendations regarding the IPA/MGs member rights and responsibilities policies.
- Responsibility to supply information, to the extent possible, that the IPA/MGs and its practitioners and providers need in order to care for them.
- Responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.
- Responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

### Reference Sources:

NCQA RR 1.A.1-9; 42 CFR § 438.100(b)(2)(i), § 422.206(a), § 422.112(a)(6)(iii), 438.102(a)(i-iv), 422.111(b)(8), 422.562(b)(1); CA Health & Safety Code § 1369]

### Attachments:

None