

# OUR COMMITMENT TO YOU

## Member Rights and Responsibilities

We support your rights as a member of Neighborhood and want to work with you to be sure that you receive the highest quality health care and services that you deserve. Please read your rights and responsibilities as a member of Neighborhood carefully:

### Your rights as a member:

- You have the right to receive information about Neighborhood, its services, practitioners and providers, and members' rights and responsibilities.
- You have the right to be treated with respect and recognition of your dignity and right to privacy.
- You have the right to participate with your practitioners in decision-making regarding your health care.
- You have the right to privacy of all records and communications to the extent required by law. (Neighborhood employees follow a strict confidentiality policy regarding all member information.)
- You have the right to respectful, personal attention without regard to your race, national origin, gender, age, sexual orientation, religious affiliation, or preexisting conditions.
- You have the right to obtain a second medical opinion for medical and surgical concerns.
- You have the right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- You have the right to voice complaints or appeals about Neighborhood or the care provided by its practitioners.
- You have the right to make recommendations about Neighborhood's Member Rights and Responsibilities policies.

### Your responsibilities as a member:

- When you enroll with Neighborhood, you agree to:
- Choose a Primary Care Practitioner (PCP) and Primary Care Site. Your PCP will coordinate all of your medical care. **You may change your PCP at any time by calling Neighborhood Customer Service 1-800-459-6019.**
- Have all of your medical care provided by or arranged by a Neighborhood participating doctor.
- Carry your Neighborhood Identification Card with you and show it whenever you seek medical care.
- Provide, to the extent possible, information that Neighborhood and its practitioners and providers need to care for you.
- Learn about your health problems and help plan treatment you and your PCP agree on.
- Follow the plans and instructions for care that you have agreed on with your practitioners.
- Talk with your PCP about all specialty care. If you need a specialist, your PCP will work with you to make sure you get quality care.
- Call your PCP first for help if you have an urgent medical condition. If an emergency is life threatening, go immediately to the nearest Emergency Room or call 911. You (or a friend or relative) should contact your PCP the next day.
- Let Neighborhood know about changes to your name, home address, telephone number, marital status, number of dependents or if you have other insurance coverage.

Please contact Neighborhood Customer Service at 1-800-459-6019 if you have any questions about the Member Rights and Responsibilities Statement.