

Member Rights and Responsibilities

Your Rights

- As a Neighborhood member, you have the following rights:
- To receive information about Neighborhood, its services, practitioners and providers, and members' rights and responsibilities.
- To be treated with respect and recognition of your dignity and right to privacy.
- To participate with your practitioners in decision-making about your health care.
- To privacy of all records and communications as required by law. (Neighborhood employees follow a strict confidentiality policy regarding all member information.)
- To respectful, personal attention without regard to your race, national origin, gender, age, sexual orientation, religious affiliation, or preexisting conditions.
- To an open discussion of appropriate home and community services or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- To get a second medical opinion for medical and surgical concerns.
- To voice complaints or appeals about Neighborhood or the care provided by its practitioners and/or agencies.
- To make recommendations about Neighborhood's Member Rights and Responsibilities policies.
- To refuse treatment, and if you do, it will not affect your future treatment.
- To receive information on available treatment options and alternatives.
- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- To request and receive a copy of your medical records and request that they be amended or corrected.
- To be given health care services.
- To exercise your rights, and that the exercise of those rights does not negatively affect the way Neighborhood and its providers treat you.
- To understand the requirements and benefits of the plan.

- To receive member materials in a manner that can easily be understood, including formats that take into consideration members with special needs.
- To include length of stay following childbirth for mothers and newborns.

Your Responsibilities

- As a Neighborhood member, you have the following responsibilities:
- To carry your Neighborhood, Medicare, Medicare Part D prescription drug plan, and your Rhode Island Medical Assistance member ID cards with you.
- To provide, to the extent possible, information that Neighborhood and its practitioners and providers need to care for you.
- To follow the plans and instructions for care that you have agreed on with your providers.
- To let Neighborhood know about any changes to your name, home address, telephone number, or if you have other insurance coverage.

Call Neighborhood Member Services if you have any questions about your rights and responsibilities.