

**Statement of Members' Rights:**

- Members have the right to be treated with dignity and respect.
- Members have the right to fair treatment. This is regardless of their race, religion, gender, ethnicity, age disability, or source of payment.
- Members have the right to have their treatment and other member information kept private.
- Only in an emergency, or if required by law, can records be released without member permission.
- Members have the right to information from staff/providers in a language they can understand.
- Members have the right to have an easy to understand explanation of their condition and treatment.
- Members have the right to know all about their treatment choices. This would mean no matter of cost or if they are covered or not.
- Members have the right to get information about services and role in the treatment process.
- Members have the right to information about providers.
- Members have the right to know the clinical guidelines used in providing and /or managing their care.
- Members have the right to provide input on policies and services.
- Members have the right to know about the complaint, grievance, and appeal process.
- Members have the right to know about State and Federal laws that relate to their rights and responsibilities.
- Members have the right to know of their rights and responsibilities in the treatment process.

- Members have the right to share in the formation of their plan

**Statement of Members' Responsibilities**

- Members have the responsibility to give providers information they need. This is so they can deliver the best possible care.
- Members have the responsibility to let their provider know when the treatment plan no longer works for them.
- Members have the responsibility to follow their medication plan. They must tell their provider about medication changes, including medications given to them by other providers.
- Members have the responsibility to treat those giving them care with dignity and respect.
- Members should not take actions that could harm the lives of other employees, providers, or other members.
- Members have the responsibility to keep their appointments. Members should call their providers as soon as possible if they need to cancel visits.
- Members have the responsibility to ask their providers' question about their care. This is so they can understand their care and their role in that care.
- Members have the responsibility to let their provider know about problems with paying fees.
- Members have the responsibility to follow the plans and instructions for their care. The care is to be agreed upon by the member and provider.

I have read and understand my Member Rights and Responsibilities

Member Name \_\_\_\_\_ Date \_\_\_\_\_

Provider Name KATKIN & ASSOCIATES Date \_\_\_\_\_