



MediCor Managed Care Member Rights & Responsibilities

Members have the RIGHT to:

- **Be treated with respect and dignity**
- **Privacy and confidentiality**
- **Receive up to date information about the services covered or not covered by their plan of benefits**
- **Be instructed about how to file a complaint or an appeal, in the event of any concerns or conflicts.**
- **Receive a timely and effective address of complaints, appeals and/or grievances**
- **Access information contained in your medical record, unless clinically contraindicated.**
- **Have medical records kept confidential unless disclosure is necessary to interpret coverage under their plan.**
- **Be informed of appropriate or medically necessary treatment options for their condition.**
- **Obtain emergency services when necessary, and without delay**
- **Make informed decisions about your treatment**
- **Refuse treatment, but accept the consequences of the decision**
- **Receive a copy of the MediCor's rights and responsibility statement**

Members have the RESPONSIBILITY to:

- **Read and understand your plan of benefits**
- **Pay the deductibles and co-payments required by the plan**
- **Show your member I.D. card to health care professionals while seeking care**
- **Treat all providers, staff and staff of the plan with respect**
- **Not be involved in dishonest activity directed to the plan or any healthcare provider**
- **Obtain authorization for certain services under your plan, which require it**
- **Follow the directions and advice you and your healthcare professional have agreed upon.**
- **Accept the consequences of financial or clinical outcomes if recommended treatment by a professional is refused.**