

Rights and responsibilities (your Evidence of Coverage also has more detailed information on your rights and Responsibilities in Chapter 8)

As an Elite Health Plan member, you have the right to:

- Be provided with information about your Elite Health Plan, its services and benefits, its providers, and your rights and responsibilities as a member.
- Choose your primary care physician (PCP) from our network of providers and medical groups and to change to another PCP in the Elite Health Plan network.
- Expect and receive privacy regarding your medical care and records. Medical records will not be released without your, or your authorized representative's, written permission, except as required by law. Of course, if your doctor requires records for your care, that is allowed.
- Discuss your medical record with your doctor or provider and receive, upon request, a copy of that record.
- Be informed of your care, treatment and diagnoses so that you can understand and participate in decisions about your healthcare journey.
- Speak freely with your provider about medically necessary treatments, costs and coverage. Elite Health Plan is always here to assist with any questions regarding your costs or coverage as well.
- Expect reasonable access to medically necessary healthcare services, regardless of race, national origin, cultural or ethnic background, religion, physical or mental abilities.
- File a formal complaint or appeal, as outlined in the plan's grievance and appeals procedure, without being subject to disenrollment or discrimination, and to expect a response to that complaint within the appropriate timeframes.
- Be treated with courtesy and respect.
- Make recommendations regarding the plan's "rights and responsibilities" policies.
- Receive Elite Health Plan's "Notice of Privacy Practices."
- Expect Elite Health Plan to adhere to all privacy and confidentiality policies and procedures.

PERSONAL INFORMATION:

You have the right to take the following actions related to your protected information:

- Request what disclosures of protected health information (PHI) has occurred other for purposes other than payment and health plan operations.
- Receive an authorization form for any proposed use of your PHI for purposes other than routine payment and health plan operations.
- Request an alternative form of communication of PHI if the release of a portion or all the information could potentially be dangerous to your life or health.
- File a complaint regarding an alleged breach of privacy.
- Agree or object to Elite Health Plan's intent to release your protected information (PI) for purposes other payment or health plan operations.
- Request a change or correction of your PI.
- Request to see your information.
- Request that Elite Health Plan restrict the use and disclosure of your PI. You can remove the restriction request.

YOUR RESPONSIBILITIES AS A MEMBER OF OUR PLAN:

- Provide complete and accurate information needed so we best care and serve you.
- Read the material sent or given to you by Elite Health Plan which explains our services and benefits.
- Carefully review all the information you are given so that you are making an informed decision for any procedure or treatment.
- Follow the treatment plan your provider gives you to ensure your healthcare journey has the best outcomes.
- Be considerate and cooperative in your dealing with your providers at our Elite Health Plan staff and your fellow plan members.
- In your health journey, see your providers regularly, be prompt and if you cannot make an appointment, let the provider's staff know as soon as possible. Let your provider know if there are unexpected changes with your health.
- Be open and honest with concerns or complaints so your providers and our Elite Health Plan team can serve you in the best possible manner.

- Let us know if you move, change your address or phone number, even if they are temporary.
- Pay all copayments or premiums by the date they are due.
- Follow rules and regulations affecting patient care and behavior.
- If you feel you are having an emergency, immediately call 911.

Do not forget to bring your ID card for appointments – if you need another card – let us know.