



### **THE HEALTH PLAN'S AFFIRMATIVE STATEMENT REGARDING INCENTIVES**

The Health Plan bases its decision-making for coverage of health care services on medical appropriateness utilizing nationally recognized criteria.

Incentives are not offered to providers or The Health Plan employees involved in the review process for issuing non-authorization.

Also, no incentives are given that foster inappropriate under-utilization by provider, nor does The Health Plan condone under-utilization, nor inappropriate restrictions of health care services.

## **Members' Rights and Responsibilities**

1. You have a right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
2. You have a right to be treated with respect and recognition of your dignity and right to privacy
3. You have a right to participate with practitioners in making decisions about your health care
4. You have a right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
5. You have a right to voice complaints or appeals about the organization or the care it provides
6. You have a right to make recommendations regarding the organization's member rights and responsibilities
7. You have a responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care
8. You have a responsibility to follow plans and instructions for care that you have agreed to with your practitioner
9. You have a responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible

If you need assistance with any of the above, contact our Customer Service Department at 1.800.624.6961 (TTY:711). Members can also contact us via our website at [healthplan.org](http://healthplan.org).

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