

Member Rights and Responsibilities

As an IdealCare by Sendero Health Plans member, you have certain rights and responsibilities, as outlined below.

You have the right to:

- Receive coverage for the medical benefits and treatment that is available when you need it and is handled in a way that respects your privacy and dignity.
- Receive information about your health benefit plan, services, practitioners and providers, member rights and responsibilities, including information about services that are covered and not covered and any costs that you will be responsible for paying.
- Have a discussion and participate with your health care professional in health decisions and have your health care professional give you information about your medical condition and your treatment options, regardless of coverage or cost. You have the right to receive this information in terms and language you understand.
- Learn about any care you receive. You should be advised of who is available to assist you with any special IdealCare programs or services you receive and who can assist you with any requests to change programs or services.
- Voice complaints and appeals about IdealCare or any practitioner or provider. Our process is designed to hear and act on your complaint or concern about IdealCare and/or the quality of care you receive from health care professionals and the various places you receive care in our network; provide a courteous, prompt response and guide you through our grievance process if you do not agree with our decision.
- Make recommendations regarding our policies that affect your rights and responsibilities. If you have recommendations or concerns, please call Customer Service at the toll-free number on your ID card.

You have the responsibility to:

- Review and understand the information you receive about your health benefit plan. Please call Customer Service when you have questions or concerns.
- Understand how to obtain services and what supplies are covered under your plan.
- Show your ID card before you receive care.
- Understand your health condition and work with your doctor to develop treatment goals that you both agree upon.
- Follow the plans and instructions for care that have been agreed upon by you and your practitioner.
- Supply information to IdealCare and its practitioners and providers in order to provide care to you
- Pay all copays, deductibles and coinsurance for which you are responsible at the time service is rendered or when they are due.
- Keep scheduled appointments and notify the health care professional's office ahead of time if you are going to be late or miss an appointment.
- Voice your opinions, concerns or complaints to IdealCare Customer Service and/or your health care professional.
- Notify your plan administrator and treating health care professional as soon as possible about any changes in family size, address, phone number or status with your health benefit plan if you decide to dis-enroll from IdealCare's programs and services.