

## **Your rights**

### **You have the right to:**

**Receive the medical information you need to participate in your health care.** HMPSD clinical staff is here to help make this information as clear as possible to help you understand it. You are entitled to an interpreter, if you need one. You also have the right to review and receive copies of your medical records, unless the law restricts our ability to make them available.

**Receive information about your utilization services and case management services.**

**Know the name and professional status of the individuals who provide your service.**

**Receive considerate, respectful service.** We respect your personal preferences and values.

**Be assured of privacy and confidentiality.** You have the right to be treated with respect and dignity. We will honor your need for privacy and will endeavor not to release your medical information without your authorization, except as required or permitted by law.

**Know and use member satisfaction resources.** You have the right to know about resources such as member service and grievance and appeals, which can help you answer questions and resolve problems. You have the right to make complaints and appeals as specified in your plan document. We welcome your suggestions and questions about HMPSD, our services, health professionals, and your rights and responsibilities.

## **Customer Service**

Customer satisfaction is a core value at HMPSD. The right to voice dissatisfaction about any aspect of HMPSD services is one that is protected by both federal and state laws, as well as accreditation standards.

Staff are available from 9 A.M. to 4 P.M., Monday through Friday, in all time zones in which we provide service.

## **Customer Satisfaction Procedure**

If you have a concern about the personnel or some other matter relative to HMPSD services and wish to file a complaint, you may do so by following the procedure listed below.

*After you notify us of a complaint, this is what happens:*

1. A representative from HMPSD reviews the complaint and conducts a complete investigation, verifying all the relevant facts.
2. The representative evaluates the facts and makes a recommendation for corrective action, if any.

3. When you file a written complaint, we will respond in writing within 20 business days, unless additional information is required.

4. When you make a verbal complaint, a verbal response is made within 10 business days.

*If you are dissatisfied with the resolution, see your plan document for further rights.*

We want you to be satisfied with our services. If you are dissatisfied for any reason, please let us know.

### **Appeals**

You have the right to know the specific reason or reasons for a denial. Appeals are handled by your health care plan and specific instructions for initiating an appeal can be found in your plan document.

#### **You have the responsibility to:**

**Know the extent and limitations of your health care benefits.** An explanation of this is contained in your Plan Document.

**Identify yourself.** You are responsible to clearly identify yourself when working with HMPSD staff on the phone. We may ask for two or more forms of identification which may include your name, date of birth, membership number, or social security number.

**Provide accurate and complete information.** You are responsible for providing accurate information about your present and past medical conditions, as you understand them.

**Understand your health problems** and participate in developing mutually agreed upon treatment goals.

**Follow the treatment plan on which you and your health care professional agree.** You should inform your doctor if you do not clearly understand your treatment plan and what is expected of you. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.

**Recognize the effect of your lifestyle on your health.** Your health depends not only on care provided by your healthcare provider, but also on the decisions you make in your daily life, such as smoking or ignoring care recommendations.

**Be considerate of others.**