



Rights & Responsibilities

Member Rights

- Members have the right to be treated with respect and recognition of their dignity by everyone who works with Verda Health Plan.
- Members have the right to get information about Verda Health Plan, our providers, our doctors, our services and member's rights and responsibilities.
- Members have the right to choose their "main" doctor from Verda Health Plan's network. (This doctor is called a primary care doctor or personal doctor.)
- Members have the right to be informed about their health. If members are ill, members have the right to be told about all treatment options regardless of cost or benefit coverage. Members have the right to have all their questions about their health answered.
- Members have the right to help make decisions about their health care. Members have the right to refuse medical treatment.
- Members have the right to privacy. Verda Health Plan keeps their medical records private. *
- Members have the right to see their medical record, including the results of their Initial Health Risk Assessment (IHRA). Members also have the right to get a copy of and correct, their medical record where legally ok. *
- Members have the right to complain about Verda Health Plan or their care. Members can call, fax, e-mail or write to Verda Health Plan.
- Members have the right to appeal Verda Health Plan's decisions. Members have the right to have someone speak for them during their grievance.
- Members have the right to disenroll from Verda Health Plan (Leave the Verda Health Plan.).
- Members have the right to ask for a second opinion about their health condition.
- Members have the right to ask for someone outside Verda Health Plan to look into therapies that are experimental or being done as part of exploration.
- Members have the right to decide in advance how they want to be cared for in case they have a life-threatening illness or injury.
- Members have the right to get interpreter services on a 24-hour basis, at no cost, to help them talk with their doctor or Verda health Plan if they prefer to speak a language other than English.
- Members have the right to not be asked to bring a minor, friend, or family member with them to act as their interpreter.
- Members have the right to get information about Verda Health Plan, their providers, or their health in the language they prefer.
- Members also have the right to ask for and get materials in other formats such as larger print, audio, and Braille upon request and in a timely fashion appropriate for the format being requested and in accordance with state laws.
- Members have the right to get a copy of Verda Health Plan's list of approved drugs (drug formulary) on request.
- Members have the right to submit a grievance if they did not get medically needed medications after an emergency visit at one of Verda Health Plan's contracted hospitals.

- Members have the right to get minor consent services.
- Members have the right not to be treated poorly by Verda Health Plan, their doctors or the Department of Health Care Services for acting on any of these rights.
- Members have a right to make recommendations regarding the organization's member rights and responsibilities policies.
- Members have the right to be free from controls or isolation used to pressure, punish, or seek revenge.
- Members have the right to file a grievance or complaint if they believe their linguistic needs were not met by Verda Health Plan.
- Members have the right to receive instructions on how they can view online or request a copy of Verda Health Plan's non-proprietary clinical and administrative policies and procedures.
- **Medi-Cal Members** also have the right to ask for a State Fair Hearing by calling toll-free **1 (800) 952-5253**. Members also have the right to get information on how to get expedited State Fair hearing quickly.
- **Medi-Cal Members** also have the right to have access to family planning services, Federally Qualified Health Centers, Indian Health Services Facilities, sexually transmitted disease services, and Emergency services outside of Verda Health Plan's network according to federal laws. You do not need to get Verda Health Plan's approval first.

* Subject to State and Federal laws.

Member Responsibilities

- Members have the responsibility to learn and ask questions about their health benefits. If Members have a question about their benefits, they may call toll-free at **1 (888) 256-5123 TTY 711**.
- Members have the responsibility to give information to their doctor, provider, or Verda Health Plan that is needed to care for them.
- Members have the responsibility to be active in decisions about their health care.
- Members have the responsibility to follow the care plans and instructions for care that they have agreed on with their doctor(s).
- Members have the responsibility to build and keep a strong patient-doctor relationship, cooperate with your doctor and staff, keep appointments and be on time. If Members are going to be late or cannot keep their appointment, they should call their doctor's office.
- Members have the responsibility to give their Verda Health Plan and State card when getting medical care. Members have the responsibility to not give their card to others and let Verda Health Plan or the State know about any fraud or wrongdoing.
- Members have a responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals as they are able.