

MEMBER RIGHTS AND RESPONSIBILITIES



As a member of Start, you have certain rights and responsibilities.

YOU HAVE THE RIGHT TO:

- Receive information about Start, our services, our practitioners and providers and your member rights and responsibilities.
- Be treated with respect and recognition of your dignity and your right to privacy.
- Participate with your practitioners and providers in making decisions about your health care.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about Start or the care it provides.
- Make recommendations regarding your Start member rights and responsibilities.
- Secure storage of your personal health information (PHI) and any personal financial information given to Start.
- Confidentiality of all medical and financial records in accordance with state and federal law.

YOU HAVE THE RESPONSIBILITY TO:

- Supply information (to the extent possible) that Start and its practitioners and providers need in order to provide care.
- Follow plans and instructions for care that you have agreed to with your practitioners and providers.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

