

## **New West Health Services Statement of Member Rights and Responsibilities**

As your health plan, we work in partnership with you by coordinating your care. As a member, there are certain rights and responsibilities you have that are vital to this partnership. Understanding these rights improves our ability to make appropriate medical care available to you.

### As a member of NWHS, it is your right to:

- Receive information about NWHS, its services, its practitioners and providers, and your rights and responsibilities
- Be treated with respect in recognition of your values, dignity and right to privacy
- Participate with practitioners in decisions regarding your health care
- Engage in candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
- Voice complaints or make appeals about NWHS or the care provided by providers
- Make recommendations regarding these rights and responsibilities policies.

### And it's your responsibility to:

- Provide, to the extent possible, information that NWHS and its participating providers need in order to best care for you
- Follow the plans and instructions for care agreed upon with your practitioners
- Understand your health problems and participate with your provider in developing mutually agreed upon treatment goals to the degree to which you are able.