

## **2.2 Member Rights and Responsibilities**

### **Pre-Enrollment Process – Each potential member**

- Receives information about the program and services and his/her rights from the Enrollment Team
- Receives a copy of the Member Handbook
- Authorizes receipt of information

### **Rights as a Senior Health Partners Member**

- Comprehensive treatment with consideration, dignity, respect, confidentiality and without discrimination
- Fully participate in all decisions that relate to treatment and care
- Choose his/her own primary care doctor if the doctor is willing to work with Senior Health Partners in care management
  - Access emergency health services when and where the need arises without prior authorization from Senior Health Partners
  - Information disclosure before enrollment, at enrollment and when there is a change in services in a manner that is accurate, easily understood and supports informed decisions
  - Initiate disenrollment from the program at any time
  - Fair and responsive process for resolving differences, including a rigorous internal review of complaints

### **Responsibilities of Members**

- To participate in care and care decisions
- To support the Senior Health Partners program
- To provide information necessary for Senior Health Partners staff to do planning for the member on request

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**Trial version converts only first 100000 characters. Evaluation only.**

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