

Member Rights and Responsibilities

Members have the right to expect a certain level of service from their health care providers

Health Net* is committed to treating members in a manner that respects their rights, recognizes their specific needs and maintains a mutually respectful relationship. In order to communicate this commitment, Health Net has adopted these Members' rights and responsibilities. These rights and responsibilities apply to Members' relationships with Health Net, its contracting practitioners and providers, and all other health care professionals providing care to its Members. The following text is taken directly from the Health Net member's handbook.



Health Net members have these rights:

- Receive information about Health Net, its services, its practitioners and providers and Members' rights and responsibilities;
- Be treated with respect and recognition of their dignity and right to privacy;
- Participate with practitioners in making decisions about their health care;
- A candid discussion of appropriate or Medically Necessary treatment options for their conditions, regardless of cost or benefit coverage;
- Request an interpreter at no charge to you;
- Use interpreters who are not your family members or friends;
- File a grievance in your preferred language by using the interpreter service or by completing the translated grievance form that is available on www.healthnet.com;
- File a complaint if your language needs are not met;
- Voice complaints or appeals about the organization or the care it provides; and
- Make recommendations regarding Health Net's Member rights and responsibilities policies.

Questions?
If you have questions regarding the information contained in this flyer, contact the applicable Health Net Provider Services Center listed below:

Health Net members have these responsibilities:

- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care;
- Follow plans and instructions for care that they have agreed upon with their practitioners; and
- Be aware of their health problems and participate in developing mutually agreed-upon treatment goals to the degree possible; and
- Refrain from submitting false, fraudulent, or misleading claims or information to Health Net or your providers.

| Line of business | Phone number | Email address |
|--|--------------|---------------------------------|
| IFP Ambetter PPO | 844-463-8188 | provider_services@healthnet.com |
| IFP Ambetter HMO | 888-926-2164 | |
| Health Net Employer Group HMO, POS & PPO | 800-641-7761 | |

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