

POLICY & PROCEDURE

QUALITY MANAGEMENT

Policy Title: Member Rights and Responsibilities	
Policy No: 201	Revision Date: 01/03, 01/04,01/05, 07/05, 01/06, 01/07, 01/08, 11/13, 08/15

PURPOSE:

To ensure members receive quality care and service that is delivered in a respectful and professional manner

POLICY:

It is the policy of IPA to demonstrate a commitment to treating all members in a manner that respects their rights in accordance with **NCQA Standard RR1**. IPA will ensure that no member will be discriminated in the delivery of health care.

PROCEDURE:

1. Members have the right to be treated with respect and recognition of their dignity and their right to privacy.
2. IPA will ensure that members will not be discriminated against in the delivery of health care services consistent with the benefits covered in their policy based on race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical condition, sexual orientation, claims experience, medical history, evidence of insurability (including conditions arising out of acts of domestic violence), disability, genetic information or source of payment.
3. Members have the right to voice grievances about the organization and the care it provides. IPA has a formal mechanism to resolve member grievances in a timely manner.
4. Members have the right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. Members have a right to make recommendations regarding the organization's member's right and responsibilities.
6. A right to responsibility to understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

7. Each member is provided a member handbook which identifies the grievance process and managed care organization and its services including member rights and responsibilities.
8. Members will participate in the decision-making process involving their health care.
9. Members will be treated with respect and recognition of their dignity and need to privacy.
10. Members will have the right to obtain the name, qualifications, and titles of the professionals providing their care. This information can be obtained through discussion with the health care provider.
11. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
12. Member information will be comprehensible and well-designed.
13. Confidentiality of patient information and records is protected and maintained.
14. Members will have the right to approve or deny the release of identifiable personal information except when release is required by law.
15. Member has the right to request a copy of their medical records and these may be amended or corrected.
16. IPA will assess member satisfaction with its services and practitioners by conducting member satisfaction surveys and compiling member grievance information.
17. IPA will provide a copy of this policy to all participating practitioners.

This policy and procedure is reviewed and approved at least annually, and revised as necessary by the QI Committee and Board of Directors.