

## Your member rights

As our Member, you have the right to:

- Be treated with respect and dignity regardless of your race, ethnicity, creed, religious belief, sexual orientation or source of payment for care
- Get Medically Necessary treatment, including Emergency care
- Get information about us and our services, Primary Care Providers (PCPs), Specialists, other Providers, and your rights and responsibilities
- Have a candid, easy-to-understand discussion of appropriate or Medically Necessary treatment options for your condition(s), regardless of cost or benefit coverage
- Work with your PCP, Specialists and other Providers to make decisions about your health care
- Accept or refuse medical or surgical treatment
- Call your PCP and/or Behavioral Health (mental health and/or substance use disorder) Provider's office 24 hours a day, seven days a week
- Expect that your health care records are private, and that we abide by all laws regarding confidentiality of patient records and personal information, in recognition of your right to privacy
- Get a Second Opinion for proposed treatments and care; Tufts Health Plan will pay for the second opinion consultation visit
- File a Grievance to express dissatisfaction with us, your Providers, or the quality of care or services you get
- Appeal a denial or Adverse Action we make for your care or services
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- Ask for more information or an explanation on anything included in this Member Handbook, either orally or in writing
- Ask for a duplicate copy of this Member Handbook at any time
- Get written notice of any significant and final changes to our Provider Network, including but not limited to PCP, Specialist, Hospital and facility terminations that affect you
- Ask for and get copies of your medical records, and ask that we amend or correct the records, if necessary
- Get the services in your Covered Services List
- Make recommendations about our Member rights and responsibilities policy
- Ask for and get this Member Handbook and other health plan information translated into your preferred language or in your preferred format
- Freely exercise your rights without adversely affecting the way we or your Providers treat you