

**Your rights and responsibilities
Fallon Community Health Plan
For our Fallon Preferred Care members**

Member rights

As a Fallon Preferred Care member, you have the right to:

- Be informed about Fallon Preferred Care and covered services.
- Receive information about the managed care organization, its services, its practitioners and providers, and members' rights and responsibilities.
- Be informed about how medical treatment decisions are made by the contracted medical group or Fallon Preferred Care, including payment structure.
- Your choice of practitioners and hospitals.
- Know the names and qualifications of participating physicians and health care professionals involved in your medical treatment.
- Receive information about an illness, the course of treatment and prospects for recovery in terms that you can understand.
- Actively participate in decisions regarding your own health and treatment options, including the right to refuse treatment.
- Receive emergency services when you, as a prudent layperson acting reasonably, would have believed that an emergency medical condition existed.
- Candidly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage, presented by your provider in a manner appropriate to your condition and ability to understand.
- Be treated with dignity and respect, and to have your privacy recognized.
- Keep your personal health information private as protected under federal and state laws—including oral, written and electronic information across the organization. Unauthorized people do not see or change your records. You have the right to review and get a copy of certain personal health information. (There may be a fee for photocopies.)
- Make complaints and appeals without discrimination about the managed care organization or the care provided, and expect problems to be fairly examined and appropriately addressed.
- Exercise these rights regardless of your race, physical or mental ability, ethnicity, gender, sexual orientation, creed, age, religion, or your national origin, cultural or educational background, economic or health status, English proficiency, reading skills, or source of payment for your care. Expect these rights to be upheld by both Fallon Preferred Care and its participating providers.
- Make recommendations regarding Fallon Preferred Care's member rights and responsibilities policies.

Member responsibilities

As a Fallon Preferred Care member, you have the responsibility to:

- Provide, to the extent possible, information that Fallon Preferred Care, your physician or other care providers need in order to care for you.
- Do your part to improve your own health condition by following any treatment plan, instruction and care that you have agreed on with your physician(s).
- Understand your health problems, and participate in developing new and existing mutually agreed-upon treatment goals to the degree possible.

For answers to questions:

About your rights or responsibilities as a member of Fallon Health & Life Assurance Company:

Fallon Health & Life Assurance Company
10 Chestnut St., Worcester, Massachusetts 01608
www.fchp.org
Toll-free phone: 1-888-468-1541
TDD/TTY: 1-877-608-7677

About your rights as a consumer:

Commonwealth of Massachusetts Department of Public Health
Office of Patient Protection
Toll-free phone: 1-800-436-7757
Fax: 1-617-624-5046
Internet: www.state.ma.us/dph/opp

About a Massachusetts physician (including physician profiling information):

Commonwealth of Massachusetts Board of Registration in Medicine
560 Harrison Ave., Suite G4, Boston, Massachusetts 02118
Phone: 1-617-654-9800

About a Massachusetts hospital:

Commonwealth of Massachusetts Department of Public Health
Division of Health Care Quality
10 West St., Fifth floor, Boston, Massachusetts 02111
Phone: 1-617-753-8000

About Massachusetts nurses, dentists, chiropractors and other nonphysician health professionals:

Commonwealth of Massachusetts
Office of Consumer Affairs/Business Regulation
Division of Registration
239 Causeway St., Fifth floor, Boston, Massachusetts 02114
Phone: 1-617-727-7406