



Member Rights and Responsibilities

You have the right...

- To get information about Total Health Care, its services, its providers and member rights and responsibilities.
- To make recommendations regarding Total Health Care's member rights and responsibilities policy.
- To receive quality health care.
- To be treated with respect and dignity by others.
- To have privacy while you receive care.
- To have your personal and health records kept confidential.
- To take part with your doctors in decision-making about your health care.
- To talk openly about your treatment options regardless of cost or benefit coverage. You have a right to get these explained to you in words that you understand.
- To tell Total Health Care in advance how you wish to be treated if you ever become ill to decide for yourself. This is your legal right.
- To request information about how Total Health Care pays your doctor, call Total Health Care's Member Services Department.
- To voice your complaints or grievance/appeals about Total Health Care or the care provided. To voice your concerns about the service or care you receive, call the Member Services Department at (313) 871-2000 or toll-free at (800) 826-2862 and tell us. The office is open Monday through Friday 8:30 a.m.-5 p.m.

*Total Health Care's staff and providers will comply with all regulations concerning your rights.

You have the responsibility...

- To get all your health care services through Total Health Care.
- To know how the plan works and how to follow the rules.
- To make appointments for routine care, keep appointments and be on time. Call before the appointment if you need to cancel.
- To provide Total Health Care and its providers with the information needed to care for you.
- To tell the truth about any changes in your health.
- To listen and follow your doctor's advice.
- To help your doctor decide what treatment will work best for you.
- To follow the plans and instructions for care that you have agreed to with your doctor.
- To know the names of your medicines. To know what they are for and how to use them.
- To always carry your Total Health Care ID card to receive services.
- To respect the rights of other patients, doctors and staff of Total Health Care.
- To tell Total Health Care if you move or change telephone numbers.
- To tell Total Health Care about any changes that will change your health benefits (like marriage, divorce, childbirth, change of address, or death).
- To understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.