

ENROLLEE RIGHTS AND RESPONSIBILITIES

Quality healthcare and benefits are responsibilities you share with your doctors and your plan. We want you to know your responsibilities and rights. They are based on common sense, courtesy, and honest communication.

If you have questions, concerns, or a recommendations on improving AultCare policies for promoting enrollee rights and responsibilities, please contact us at 330-363-6360 (TTY 711) or aultcare.com.

YOU HAVE A RIGHT TO:

- Receive information about the organization, its services, its practitioners and providers, and member rights and responsibilities.
- Receive information about your coverage and services (see your certificate or benefits booklet).
- A list of doctors, hospitals, and other AultCare network providers. Our provider directory is available at aultcare.com.
- Be treated with dignity and respect.
- An honest discussion with your doctor about your medical condition, including appropriate and medically necessary treatment options, regardless of cost or benefit coverage and to participate in making decisions about your healthcare. Your doctors are independent. They are not restricted or prohibited from discussing treatment options with you, including those not covered.
- Privacy of your healthcare and claim information. Your Protected Health Information (PHI) will be used to pay claims, as permitted by HIPAA and as described in your Notice of Privacy Practices. PHI will not be disclosed to others without your authorization, except as permitted by HIPAA and state law.
- Ask questions, raise concerns, make complaints, and appeal denials, as explained in your certificate or benefits booklet.
- Make recommendations about AultCare's Enrollee Rights and Responsibilities Policy.

YOU HAVE A RESPONSIBILITY TO:

- Bring your AultCare ID card when you go to the doctor, hospital, drug store, or healthcare provider. It contains important information. Having your card may help save time and prevent mistakes.
- Tell the doctor or nurse about your condition. Tell your doctor what medications you are taking. Answer any questions the doctor or nurse may ask you completely and truthfully. This information may help your doctor form treatment goals and alternatives. Understand your health problems and participate in developing mutually agreed-upon goals.
- Ask questions if you do not understand something about your medical condition and the treatment alternatives (including medications) the doctor is recommending.
- Follow your doctor's medical advice and instructions. Take medications as directed. Let the doctor know if you have a bad reaction. Let your doctor know if your symptoms do not get better, or if they get worse. Schedule recommended follow-up appointments.
- Live a healthy lifestyle.
- Check your benefit chart (schedule of benefits).
- Let your employer know if there are changes with you and your dependents.
- Get all required pre-approvals (pre-certification) and second opinions.
- Ask your employer or call AultCare if you have questions about your coverage or responsibilities.

CONTACT US

330-363-6360 | 1-800-344-8858 (TTY 711)

www.aultcare.com