

## **SECTION 8 - MEMBER RESPONSIBILITIES**

Members receive a list of their rights and responsibilities upon enrollment and agree to the following responsibilities to:

- Confirm benefits prior to receiving services
- Show the Member ID card before receiving services
- Select health care providers that are part of PHP's contracted network
- Keep scheduled appointments or to cancel as appropriate
- Seek clarification from Plan Providers if Member has questions
- Follow the advice of physicians and Plan Providers and to be aware of the potential consequences if the Member does not follow their advice
- Express opinions, concerns, complaints and grievances to PHP
- Provide information to physicians, providers and PHP to enable them to provide high quality individualized care
- Use emergency room services only for an illness or injury that appears to pose a serious threat to health or life if not evaluated and treated immediately
- Follow the treatment plan agreed upon by the Member and the physician and/or other Plan Providers and PHP
- Treat all Plan and Non-Plan Providers and PHP staff with courtesy and respect
- Notify PHP of any change in address, health condition(s) or financial status
- Comply with State and Federal laws regarding having advance directive documents witnessed and notarized
- Accept services without regard to the Provider's race, color, religion, age, gender, sexual orientation or national origin