



Santa Clara Family
Health Plan™

Member Rights and Responsibilities

When you are a Member of SCFHP, you and your family have rights and responsibilities. Rights are what you can expect to receive, including needed treatment and information.

Responsibilities are what we expect you to do. The next two lists, Member Rights and Member Responsibilities, show these rights and responsibilities.

Member Rights

As an SCFHP Member, you have the right to:

- Be treated with respect and courtesy regardless of your gender, culture, language, appearance, sexual orientation, race, disability, or source of payment.
- Be told in a clear way about all health care Services available and how to get them.
- Receive written Member materials in English, Spanish, Vietnamese, or alternative formats, including Braille, large print and audio format upon request.
- Select a health care provider or clinic as your Primary Care Provider (PCP). Your PCP will provide or arrange for all the health care you need.
- Receive needed and appropriate medical care, including preventive health Services and Health Education.
- Access family planning Services, Federally Qualified Health Centers, Indian Health Services Facilities, sexually transmitted disease Services, and Emergency Services outside of the SCFHP network pursuant to the federal law.
- Access minor consent Services.
- Know and understand your medical condition as diagnosed by your health care provider; know what the health care provider plans to do to treat the condition; know what results you can expect; and know what effects the treatment may have on your daily life.
- Actively take part in decisions about your medical care. If permitted by law, you have the right to refuse or stop treatment.
- Formulate advanced directives.
- Have the meaning and limits of Confidentiality explained to you.
- Have your health records kept Confidential, except when disclosure is required by law or permitted in writing by you. With adequate notice, you have the right to see your Protected Health Information (PHI), as allowed by law.
- Know that if you must be moved or transferred from one Hospital to another, you may receive information about why you need to be moved and about any other choices you may have.
- Receive a Second Opinion from another Plan Physician about your diagnosis, the proposed plan of treatment, and other available options.

- Know how to get help and solve problems; know how to file a Grievance or Appeal with SCFHP; know how to ask for a State Fair Hearing. Understand how to use the Grievance or State Fair Hearing process without fear of interruption or loss of health care, or risk of retaliation.
- Take part in establishing SCFHP's public policy, by attending and/or joining the SCFHP Consumer Advisory Committee and attending any SCFHP Governing Board meeting.
- Have an Interpreter who speaks your language (including Sign Language) available 24 hours a day, 7 days a week, at no cost to you.
- File a Grievance if your cultural and linguistic needs are not met.
- Disenroll from SCFHP.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Freedom to exercise these rights without adversely affecting how you are treated by SCFHP, Plan Providers, or the State.

American Indians and Alaska Natives (AIANs) have the right to choose to receive primary care Services at Indian Health Service Facilities or Federally Qualified Health Centers (FQHCs) or from any other Plan Provider within SCFHP's geographic Service Area (Santa Clara County). AIANs also have the right to stay in regular Medi-Cal and not enroll in a managed care plan.

Member Responsibilities

As an SCFHP Member, you have the responsibility to:

- Carefully read all SCFHP materials as soon as you enroll so you understand how to use SCFHP's Services.
- Ask questions when you do not understand something about your coverage or medical care.
- Follow the rules of SCFHP membership as explained in this EOC.
- Be responsible for your and your children's health.
- Talk to your health care provider so you can develop a strong relationship based on trust and cooperation.
- Call your health care provider when you need routine or urgent health care.
- Report unexpected changes in your health to your PCP.
- Ask questions about your medical condition. Make sure you understand the answers, and what you are supposed to do.
- Follow the treatment plan your health care provider gives you, and know what might happen if you do not follow the treatment plan.
- Make and be on time for medical appointments. Let your health care provider know at least 24 hours before your scheduled appointment if you need to cancel.
- Tell SCFHP about any changes in: address; phone number; family status, such as marriage, divorce, etc.; and changes in any other health care coverage you might have. Tell SCFHP about these changes as soon as you know them or within 10 days of these changes.



- Call or write SCFHP as soon as possible if you feel you were improperly billed or if the bill is wrong.
- Treat all SCFHP personnel and health care providers with respect and courtesy.
- Submit requests for claims reimbursement for covered Services within the required time period.
- Be honest in your dealings with SCFHP and its Plan Providers. Do not commit fraud or theft or do anything that threatens the property of SCFHP or the property or safety of any of its representatives, Plan Providers, Plan Providers' employees, or agents.