

Policy and Procedure			
Policy Name:	Member Rights and Responsibilities	Policy ID:	ED.005.01
Approved By:	Dental Director (signature on file)	Effective Date:	1/1/2013
States:	All States	Revision Date:	N/A
Application:	All Programs		

This policy applies for operations under Premier Access Insurance Company and Access Dental Plan. For the purposes of this Policy, Premier Access Insurance Company and Access Dental Plan shall be collectively referred to as "Premier Access".

Purpose

To ensure that Members are aware of and exercise their rights and responsibilities.

Policy

Premier Access ensures that members are aware of and exercise their rights and responsibilities. **Premier Access** is committed to ongoing quality improvements to these processes to positively impact the member's experience, use of dental services, and the overall outcome objectives of the Medi-Cal Program.

Definitions

There are currently no applicable terms to be defined for this policy

Member Rights and Responsibilities

1. All members have the right to:
 - a. Be treated with respect and dignity.
 - b. Have access to, and where legally appropriate, receive copies of, amend or correct their dental record;
 - c. Have dental records kept confidential. Dental care information will not be shared without written approval or unless it is required by law.
 - d. Receive information about **Premier Access**, our services, and our providers.
 - e. Choose a Primary Care Dentist from the applicable program Provider Directory.
 - f. Have access to Federally Qualified Health Centers, Indian Health Service Facilities, and emergency dental services outside the Plan's network pursuant to the federal law;
 - g. Get services from providers outside of the network in an emergency.
 - h. Get appointments within a reasonable amount of time.
 - i. Receive information on available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand;
 - j. Participate in candid discussions and decisions about dental care needs, including appropriate or Dentally Necessary treatment options for the condition(s), regardless of cost or regardless of whether the treatment is covered by the Plan.
 - k. Voice concerns, verbally or in writing, about the Plan, or about dental services received, to **Premier Access**.
 - l. Make recommendations about rights and responsibilities.
 - m. Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation;
 - n. Freedom to exercise these rights without adversely affecting how members are treated by the Plan, provider or the applicable program;
 - o. Disenroll upon request
 - p. Request an interpreter at no charge.
 - q. Use interpreters who are not family members or friends.
 - r. Receive Member materials translated into individual preferred languages.

- s. Receive written Member informing materials in alternative formats (including Braille, large size print, and audio format) upon request and in a timely fashion appropriate for the format being requested;
 - t. File a complaint if linguistic needs are not met.
 - u. Have access to Plan health education programs and outreach services in order to improve dental health.
 - v. To request a second opinion, including from a Specialist at no cost.
 - w. **Government Program Specific (Applicable to California only):** Request a State fair hearing, including information on the circumstances under which an expedited fair hearing is possible
2. Member responsibilities are to:
- Give providers and **Premier Access** correct information.
 - Understand dental problems(s) and participate in developing treatment goals, as much as possible, with provider.
 - Always present Member Identification Card when getting services.
 - Ask questions about any dental condition and make certain that the explanations and instructions are understandable.
 - Make and keep dental appointments, including informing the provider at least 24 hours in advance when an appointment must be cancelled.
 - Help **Premier Access** maintain accurate and current records by providing timely information regarding changes in address, family status, and other health care coverage.
 - Notify **Premier Access** as soon as possible if a provider bills inappropriately or if the Member has a complaint.
 - Treat all **Premier Access** personnel and providers respectfully and courteously.
3. These member rights and responsibilities are communicated to and reinforced with the members through multiple processes, including written materials, our Customer Service Representatives, our website, and through educational materials and programs.

References

Revision History

Date:	Description
01/01/2013	Written Policy developed.