

## Rights and Responsibilities

### What are my Rights?

University of Utah Health Plans wants to give our members the best care and service.

As a Health Plans member, you have the right to:

- Get information about the organization, plan, its services, its practitioners and providers and member rights and responsibilities.
- Be treated with respect, dignity and a right to privacy.
- Have your medical visits, conditions, and records kept private.
- Ask for and receive a copy of your medical record, and ask to have it corrected if needed.
- Get information about your health and medical care, such as how a treatment will affect you and your treatment options.
- Make decisions about your health care with your healthcare provider, including refusing treatment.
- Talk to us about appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- Voice a complaint or appeal about the organization or the care it provides.
- Make recommendations about these rights.
- Use your rights at any time without being treated badly.
- Be free from restraint or seclusion if it is used to coerce (force), discipline, retaliate, or for convenience.
- Get health care within appropriate time frames.
- The following information upon request:
  - Your rights and responsibilities
  - The services we offer
  - How to get help and emergency care when your doctor's office is closed
  - Involvement in medical research
  - Grievances and Appeals
  - How University of Utah Health Plans operates such as our policy for selecting providers, what we require of them, any practice guidelines (rules) they use to care for you, and our confidentiality policy. If you need help understanding any of this information call us. Healthy U Medicaid Toll Free: 833-981-0212, Individual & Family Plans Toll Free: 833-981-0214, Commercial Toll Free: 833-981-0213.

### What are my Responsibilities?

To keep you and your family healthy and help us care for you, please remember to:

- Read your Member Guide. If you need help understanding it, please call University of Utah Health Plans Member Services. Healthy U Medicaid Toll Free: 833-981-0212, Individual & Family Plans Toll Free: 833-981-0214, Commercial Toll Free: 833-981-0213.
- Follow provider recommendations, plans and instructions for care that you and your provider have agreed upon. If you don't agree, or have questions about your treatment plan or goals, talk to your provider.
- Understand your health problems, work with your provider to develop agreed upon treatment goals and do all you can to meet your goals.
- Keep your appointments or let the provider's office know as soon as possible if you can't make it.
- Supply information needed to the Health Plans and to treating providers in order to provide care.
- Let the group administrator know if you move, change your phone number, get married or divorced, have a baby, or someone in your family dies.
- Respect the staff and property at your provider's office.
- Stay fit and well by taking care of yourself and your family.
- Always talk to your doctor about any health information in any newsletter or on any website to make sure it is best for you. Never use this information instead of what your doctor says is best.

### Who do I call if I have Questions or Concerns?

If you have questions or concerns about your care, please call University of Utah Health Plans Member Services. = 833-981-0212, Individual & Family Plans Toll Free: 833-981-0214, Commercial Toll Free: 833-981-0213.

### What is Health Care Fraud and Abuse?

We want to make sure your health care dollars are used right. Fraud and abuse can make health care more expensive for everyone. Fraud and abuse could be committed by anyone.

Fraud is when a person does something on purpose so that the person gets something he or she shouldn't. If a person tries to get health care from a doctor by using another person's Health Plans Id Card. Another type of fraud is if a doctor bills Health Plans on purpose for a service that wasn't performed.

Abuse is when a person does something that costs Health Plans program extra money. If a Health Plans member goes to the emergency room when it isn't really an emergency. Another type of abuse is when a doctor performs more services than the patient needs.

### What can I do to stop Fraud and Abuse?

Do not give your ID number to anyone except your doctor or provider.

Do not ask your doctor or other provider for health care that you do not need.

If you are offered free health care in exchange for your ID card number, call Health Plans.

If someone says they know how to make Health Plans pay for health care that we do not pay for, please call us.

Do not let anyone use your ID card.

Call Health Plans Compliance Officer at 1-888-271-5870. You are not required to give us your name.

### University of Utah Health Plans Nondiscrimination Policy

We want to make sure you are treated with dignity and respect. If you feel anyone at University of Utah Health Plans or at a medical appointment has treated you unfairly or discriminated against you, please call the Health Plans Civil Rights Coordinator to report it. The phone number is (801) 587-6480 or 1-888-271-5870. The Civil Rights Coordinator can tell you about the laws that protect your civil rights and help you resolve your problem.

### **University of Utah Health Plans Nondiscrimination Statement**

You have the right to get medical care and be treated with dignity and respect no matter what your race, color, sex, religion, national origin, disability or age. University of Utah Health Plans does not prohibit or restrict providers from acting within their lawful scope of practice or discriminate against health care professionals who serve high-risk populations or who specialize in the treatment of costly conditions. University of Utah Health Plans nondiscrimination policy complies with Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1990, and the University of Utah Policy and Procedures 1999, section 2-6.

### **Discrimination is Against the Law**

University of Utah Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. University of Utah Health Plans does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

University of Utah Health Plans:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, please contact University of Utah Health Plans.

If you believe that University of Utah Health Plans has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: The University of Utah Health Plans, 6056 South Fashion Square Drive, Suite 3104, Murray UT 84107, Phone number: 1-888-271-5870, TTY 1-800-346-4128, Fax: 801-281-6121, email: [uuhp@hsc.utah.edu](mailto:uuhp@hsc.utah.edu). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, we can assist you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-271-5870 TTY: 1-800-346-4128.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-888-271-5870 TTY: 1-800-346-4128。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-271-5870 TTY: 1-800-346-4128.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-1-888-271-5870 TTY: 1-800-346-4128 번으로 전화해 주십시오.

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ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-888-271-5870 (टिडिवाइ: 1-800-346-4128 ।

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-888-271-5870 TTY: 1-800-346-4128.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-888-271-5870 TTY: 1-800-346-4128.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-271-5870 TTY: 1-800-346-4128.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-271-5870 TTY: 1-800-346-4128.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-271-5870 (телетайп: 1-800-346-4128). ملحوظة: إذا كنت تتحدث أذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-888-271-5870 (رقم هاتف الصم والبكم: 1-800-346-4128).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-888-271-5870 (TTY: 1-800-346-4128)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-271-5870 (ATS : 1-800-346-4128).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
1-888-271-5870 (TTY: 1-800-346-4128) まで、お電話にてご連絡ください。