



Dear AppleCare Medical Group Member:

Your primary Care Physician has kindly posted the following Member Bill of Rights and Responsibilities in our behalf. AppleCare Medical Group is dedicated to providing your health care needs in compliance with these rights.

MEMBER RIGHTS: All AppleCare Medical Group members shall have the right to:

1. Receive dignified, courteous and considerate treatment by all staff;
2. Receive information and communications in a language that he/she understands;
3. Receive preventive health services;
4. Be informed of all health services available to them including any and all treatment options regardless of benefits or cost;
5. Know and understand his/her medical problem and treatment plan;
6. Receive a response to a request for service, including evaluations and referrals, within 30 days. Urgent conditions shall receive a response within 24 hours;
7. Question his/her medical treatment and participate in decisions regarding the treatment plan;
8. Obtain a second opinion;
9. A right to voice complaints or appeals and be fully informed of all procedures, including appeals and grievances, with his/her health network;
10. Have the right to privacy and confidentiality of his/her medical records protected; and
11. Have a medical complaint/grievance referred directly to his/her health network Quality Management Department, in order to protect the information in his/her medical record.
12. Be provided with culturally sensitive care.
13. File complaints if linguistically or culturally appropriate services are not provided.



14. Have the right to be represented by parents, guardians, family members or other conservators for those members who are unable to fully participate in their treatment decisions.
15. Receive information about AppleCare Medical Group, its services, practitioners and providers, and member rights and responsibilities.
16. Have the right to make recommendations regarding AppleCare Medical Group policies, procedures including, but not limited to, member rights and responsibilities.

MEMBER RESPONSIBILITIES: All AppleCare Medical Group members shall have the responsibility to:

1. Learn about his/her medical condition and what keeps him/her healthy;
2. Understand their health problems and actively participate in the health care programs and mutually agreed upon goals that keep him/her well;
3. Inform his/her PCP of his/her medical condition;
4. Follow the treatment plan and instructions, that they have agreed with, prescribed by his/her PCP;
5. Make and keep appointments for check-ups when he/she is sick, and inform the PCP's office when an appointment must be cancelled;
6. Be cooperative and courteous to the people who are partners in his/her health care; and
7. Carefully review, understand, and follow the guidelines in the Evidence of Coverage (EOC)/member booklet provided to the member.
8. Supply information (to the extent possible) that the medical group and its providers and practitioners need in order to provide care.