
Member Rights and Responsibilities

- Members have a right to receive information about Meritage Medical Network, its services, its practitioners and providers and member's rights and responsibilities.
- Members have a right to be treated with respect and recognition of their dignity and right to privacy.
- Members have a right to participate with practitioners in decision making regarding their health care.
- Members have a right to candid discussion of appropriate or medically necessary treatment options for their condition regardless of cost or benefit coverage.
- Members unable to fully participate in their treatment, have the right to be represented by their parents, guardians, family members or legal conservator. We encourage you to discuss an Advance Directive with your Primary Care Physician.
- The federal Patient Self Determination Act (PSDA) requires that all individuals receiving medical care be given written information about their rights under state law to make decisions about medical care, including the right to accept or refuse surgery or other medical treatment. An Advanced Directive is a legally binding, written document that explains your wishes concerning medical care should the situation arise when you are not able to make those wishes known. Meritage Medical Network Physicians encourage you to discuss your wishes with your family and your personal doctor. For additional information about Advanced Directives, PCP.
- Members have a right to voice complaints or appeals about Meritage Medical Network or the care provided.
- Members have the responsibility to provide, to the extent possible, information that Meritage Medical Network and its practitioners/providers need in order to care for them.
- Members have the responsibility to follow the plans and instructions for care that they have agreed on with their practitioners.
- Members have the right to make recommendations regarding Meritage Medical Network member's rights and responsibilities policies.
- Female members may self-refer to a Meritage Medical Network Gynecologist for an annual gynecological examination. You do not need an obstetrician for prenatal care.
- Members have the responsibility to understand their health problems and participate in development of mutually agreed upon treatment goals to the degree possible.
- Members who inspect their medical record(s) have the right to provide to the healthcare provider a written addendum with respect to any item or statement in his or her record(s) that the member believes to be incomplete or incorrect.

Member Rights and Responsibilities, continued

- Members have the right to request that health care communications about certain sensitive services be sent to an alternate address if you had, have, or will receive services that fall under the new law's definition of sensitive services. These include but are not limited to anything that is potentially embarrassing, if disclosed. These can include, but are not limited to services and treatment for mental health, pregnancy, sexually transmitted diseases, sexual assault, drug or alcohol treatment, HIV, and counseling.
- Please call 415-884-1840 and ask for a Case Manager and nurse will be glad to assist you.

In addition to your Rights, Meritage provides the following:

Meritage Medical Network will provide its members with information needed to understand benefit coverage and obtain primary and specialty care.

Meritage Medical Network will provide written information to the member on how to voice a complaint and file an appeal. Member information provided by Meritage Medical Network will be readable, easily understood, consumer tested and as needed, in the languages of the major population groups served.

Meritage Medical Network provides no financial incentives to practitioners or staff that discourages utilization. All of our practitioners are ensured independence and impartiality in making referral decisions. If we deny an authorization request, you may request the criteria on which the decision was based.

Meritage Medical Network treats all medical records with confidentiality. You have the right to refuse the release of all medical information, except when required by law.

For questions about referrals, authorizations or billing issues, please call (833) 446-1758.

For TTY: (415) 884-1801.

If you need medical attention after business hours, call your Primary Care Physician. Your doctor can be reached or will have an "On Call Doctor" available to help you even after hours. If it is an emergency, call 911.