

Member Rights and Responsibilities

Members have the right to expect a certain level of service from their health care providers

Wellcare is committed to treating members in a manner that respects their rights, recognizes their specific needs and maintains a mutually respectful relationship. Wellcare has adopted member rights and responsibilities, which apply to members' relationships with Wellcare, its practitioners and providers, and all other health care professionals providing care to its members. Members with questions regarding their rights and responsibilities should be directed to the Evidence of Coverage Member Handbook or call the Customer Contact Center listed on the back of their ID card.

Members have the following rights:

- Dignified, respectful, courteous and considerate treatment.
- Access to clinical and non-clinical services.
- Access to medical records.
- Confidentiality and privacy.
- Communication in the language preferred by the member.
- Explanation of the medical problem and treatment plan.
- Notification when providers will be no longer contracted with Wellcare.
- Voice complaints or appeals about Wellcare or the care it provides.
- Make recommendations regarding Wellcare's member rights and responsibilities policy.
- Notification of appeals and grievance procedures with Wellcare.
- Prompt resolution of issues, concerns, complaints and grievances.
- Access to emergency care as defined by a layperson.
- Know what services are included and excluded from their benefit plan.
- Information on procedures for prior authorization, quality assurance programs, disenrollment and other procedures affecting member access to care.
- Receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
- Selection of primary care provider (PCP) from panel, including the right to relevant credentialing information.
- Non-discrimination practices.
- Participation in healthcare decisions with their provider, information on treatment options, including the right to refuse care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Information on durable power for healthcare.



Members have the following responsibilities:

- Treating their doctor and all providers and staff with courtesy and respect.
- Giving correct information and as much information as they can that Wellcare, the IPA, and its providers need in order to provide care.
- Understanding, and following the information in the Wellcare Member Handbook.
- Following his or her doctor's treatment plan and instructions for care that they have agreed to with their doctor.
- Understanding his or her health problems and participating in developing mutually agreed-upon treatment goals, to the degree possible.
- Notifying his or her doctor of medical condition.
- Making and keeping appointments with provider and notifying the office when canceling a visit.
- Learning about his or her medical condition and what maintains his or her health.
- Actively joining in health care programs that maintain his or her well-being.

Questions?

If you have questions regarding the information contained in this flyer, contact Wellcare at 866-999-3945.