

**Exhibit A, Attachment 13
Member Services**

1. Members Rights And Responsibilities

A. Member Rights and Responsibilities

Contractor shall develop, implement and maintain written policies that address the Member's rights and responsibilities and shall communicate these to its Members and providers.

- 1) Contractor's written policies regarding Member rights shall include the following:
 - a) To be treated with respect, giving due consideration to the Member's right to privacy and the need to maintain confidentiality of the Member's medical information.
 - b) To be provided with information about the plan and its services, including Covered Services.
 - c) To be able to choose a Primary Care Provider within the Contractor's network.
 - d) To participate in decision making regarding their own health care, including the right to refuse treatment.
 - e) To voice grievances, either verbally or in writing, about the organization or the care received.
 - f) To receive oral interpretation services for their language.
 - g) To formulate advance directives.
 - h) To have access to family planning services, Federally Qualified Health Centers, Indian Health Service Facilities, sexually transmitted disease services and Emergency Services outside the Contractor's network pursuant to the Federal law.
 - i) To request a State Medi-Cal fair hearing, including information on the circumstances under which an expedited fair hearing is possible.
 - j) To have access to, and where legally appropriate, receive copies of, amend or correct their Medical Record.
 - k) To access Minor Consent Services.
 - l) To receive written Member informing materials in an alternative format (including Braille, large size print, or

audio format) upon request and in a timely fashion appropriate for the format being requested.

- m) To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
 - n) To receive information on available treatment options and alternatives, presented in a manner appropriate to the Member's condition and ability to understand.
 - o) Freedom to exercise these rights without adversely affecting how they are treated by the Contractor, providers, or the State.
- 2) Contractor's written policy regarding Member responsibilities shall include providing accurate information to the professional staff, following instructions, and cooperating with the providers.

B. Members' Rights to Advance Directives

Contractor shall implement and maintain written policies and procedures respecting advance directives in accordance with the requirements of 42 CFR 422.128 and 438.6(i), and Probate Code Sections 4673 to 4678 and Sections 4800 to 4806, and all applicable regulations.