

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

#### **APPLIES TO:**

A. This policy applies to all IEHP Medi-Cal Members and Providers.

#### **POLICY:**

- A. IEHP has a policy and procedure that states its commitment to treating Members and inform Members in a manner that respects their rights and the expectations of Member's responsibilities.<sup>1</sup> Members' rights and responsibilities are included in the Member Handbook upon enrollment and annually thereafter, or upon request in an alternate format, if needed.<sup>2,3,4</sup>
- B. Members have the right to quality care when accessing services covered by IEHP. IEHP believes that Members, Providers, Practitioners, and Delegates have a role in assuring the quality of care received.
- C. IEHP adopted and continues to use the "Consumer Bill of Rights and Responsibilities," promulgated by the President of the United States, as the basis for its statement of Members' Rights and Responsibilities.<sup>5</sup>
- D. IEHP requires Providers and Practitioners to understand and abide by IEHP's Members' Rights and Responsibilities when providing services to Members.<sup>6</sup>
- E. IEHP shall ensure that Facilities implement and maintain procedures that guard against disclosure of confidential information to unauthorized persons inside and outside the network.
- F. IEHP informs Members on their right to confidentiality and IEHP shall obtain Member's consent prior to release of confidential information, unless such consent is not required.<sup>7</sup>
- G. It is IEHP's policy to respect and recognize Members' rights. The following statements are included in the Member Handbook.<sup>8,9</sup>
1. As a Member of IEHP, you have the right:<sup>10</sup>
    - a. To be treated with respect and dignity, giving due consideration to your right to

---

<sup>1</sup> National Committee for Quality Assurance (NCQA), 2022 Health Plan Standards and Guidelines, ME 1, Element A

<sup>2</sup> NCQA, 2022 Health Plan Standards and Guidelines, ME 1, Element B

<sup>3</sup> Department of Health Care Services (DHCS)–IEHP Two-Plan Contract, 01/10/20 (Final Rule A27), Exhibit A, Attachment 13, Provision 1, Member Rights and Responsibilities

<sup>4</sup> Welfare and Institutions Code § 14182 (b)(12)

<sup>5</sup> Presidents "Consumer Bill of Rights and Responsibilities"

<sup>6</sup> DHCS–IEHP Two-Plan Contract, 01/10/20 (Final Rule A27), Exhibit A, Attachment 7, Provision 5, Network Provider Training

<sup>7</sup> Title 22 California Code of Regulations (CCR) § 51009

<sup>8</sup> Medi-Cal Member Handbook/Evidence of Coverage (EOC)

<sup>9</sup> DHCS-IEHP Two-Plan Contract, 01/10/21 (Final Rule A27), Exhibit A, Attachment 13, Provision 1, Member Rights and Responsibilities

<sup>10</sup> Ibid.

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

- privacy and the need to maintain confidentiality of your medical information<sup>11</sup>
- b. To be provided with information about the plan and its services, including Covered Services, Practitioners, Providers, and Member rights and responsibilities.<sup>12</sup>
  - c. To be able to choose a Primary Care Provider (PCP) within IEHP's network.
  - d. To have timely access to network Providers.
  - e. To participate in decision making regarding your own health care, including the right to refuse treatment.<sup>13</sup>
  - f. To voice grievances or appeals, either verbally or in writing, about the organization or the care received.<sup>14</sup>
  - g. To make recommendations about the organization's Member rights and responsibilities policies.<sup>15</sup>
  - h. To receive care coordination.
  - i. To request an appeal of decisions to deny, defer, or limit services or benefits.
  - j. To receive free oral interpretation services for their language.
  - k. To receive free legal help at your local legal aid office or other groups.
  - l. To formulate Advanced Directives.
  - m. To have access to family planning services, Freestanding Birth Centers, Federally Qualified Health Centers, American Indian Health Service Programs, midwifery services, Rural Health Centers, sexually transmitted disease services and emergency services outside the IEHP's network pursuant to the federal law.
  - n. To request a State Hearing if a service or benefit is denied and you have already filed an appeal with IEHP and are still not happy with the decision, or if you did not get a decision on your appeal after thirty (30) days, including information on the circumstances under which an expedited hearing is possible.<sup>16</sup>
  - o. To change to another health plan in the county upon request. Beneficiaries that can request expedited disenrollment include, but are not limited to, beneficiaries receiving services under the Foster Care, or Adoption Assistance Programs; and Members with special health care needs.
  - p. To access Minor Consent Services.
  - q. To receive, or have an authorized representative receive, written member-informing

---

<sup>11</sup> NCQA, 2022 Health Plan Standards and Guidelines, ME 1, Element A

<sup>12</sup> Ibid.

<sup>13</sup> Ibid.

<sup>14</sup> Ibid.

<sup>15</sup> Ibid.

<sup>16</sup> Welf, & Inst. Code § 10951

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

materials in alternative formats (such as braille, large-size print, and accessible electronic format) upon request and in a timely manner appropriate for the format being requested.<sup>17</sup>

- r. To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- s. To receive information and have a discussion on available treatment options and alternatives presented in a manner appropriate to your condition and ability to understand, regardless of cost or benefit coverage.<sup>18</sup>
- t. To have access to and get a copy of your medical records, and request that they be amended or corrected.<sup>19</sup>
- u. Freedom to exercise these rights without adversely affecting how you are treated by the IPA, Providers or the State.

H. It is IEHP's policy that Members have certain responsibilities. The following statements are included in the Member Handbook.

1. As a Member of IEHP, you have the responsibility to:
  - a. Be familiar with and ask questions about your health plan coverage. If you have a question about your coverage, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347).
  - b. Follow the advice and care procedures provided by your Doctor, IEHP, and the program. If you have a question about these procedures, call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347).
  - c. Request interpreter services at least five (5) working days before a scheduled appointment.
  - d. Call your Doctor or Pharmacy at least three (3) days before you run out of medicine.
  - e. Cooperate with your Doctor and staff and treat them with respect. This includes being on time for your visits or calling your Doctor if you need to cancel or reschedule an appointment.
  - f. Understand that your Doctor's office may have limited seating for patients and caregivers only.
  - g. Give accurate information to IEHP, your Doctor, and any other Provider. This helps you receive better care.<sup>20</sup>
  - h. Understand your health needs and be a part of your health care decisions. Ask your Doctor questions if you do not understand and participate in developing treatment

---

<sup>17</sup> Welf. & Inst. Code § 14182(b)(12)

<sup>18</sup> NCQA, 2022 HP Standards and Guidelines, ME 1, Element A

<sup>19</sup> Title 45 Code of Federal Regulations (CFR) § 164.524 and 164.526

<sup>20</sup> NCQA, 2022 HP Standards and Guidelines, ME 1, Element A

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

goals.<sup>21</sup>

- i. Work with your Doctor to make plans for your health care.
- j. Follow the plans and instructions for care that you have agreed on with your Doctor.<sup>22</sup>
- k. Notify IEHP and your Doctor if you want to stop the plans and instruction you have agreed on or want to stop participating in health management programs.
- l. Immunize your children by age 2 years and always keep your children's immunizations up to date.
- m. Call your Doctor when you need routine or urgent health care.
- n. Care for your own health. Live a healthy lifestyle, exercise, eat a good diet, and don't smoke.
- o. Avoid knowingly spreading disease to others.
- p. Use IEHP's grievance process to file a complaint. Call IEHP Member Services at 1-800-440-IEHP (4347) (TTY 1-800-718-4347) to file a complaint.
- q. Report any wrongdoing or fraud to IEHP by calling the Compliance Hotline at 1-866-355-9038 or the proper authorities.
- r. Understand that there are risks in receiving health care and limits to what can be done for you medically.
- s. Understand that it is a Health Care Provider's duty to be efficient and fair in caring for you as well as other patients.

#### **DEFINITION:**

- A. "Delegate" is defined as a medical group, IPA or any contracted organization delegated to provide services to IEHP Members.

#### **PROCEDURES:**

- A. Members' Rights and Responsibilities notification procedures include:

1. Members' Rights and Responsibilities are communicated to new Members through the Post-Enrollment Kits that contain the Member Handbook. The Member Handbook is mailed to all heads of household annually thereafter. The Member Handbook contains IEHP's statement of Members' Rights and Responsibilities.<sup>23,24</sup>

---

<sup>21</sup> NCQA, 2022 HP Standards and Guidelines, ME 1, Element A

<sup>22</sup> Ibid.

<sup>23</sup> NCQA, 2022 HP Standards and Guidelines, ME 1, Element B

<sup>24</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 13, Provision 1, Member Rights and Responsibilities

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

2. Members' Rights and Responsibilities can be found on the IEHP web site at [www.iehp.org](http://www.iehp.org). Any updates to the Member's Rights and Responsibilities are provided in quarterly Member newsletters.
  3. Members' Rights and Responsibilities, including the grievance and appeals process, are communicated to all IEHP Practitioners through the annual update and distribution of the IEHP Policy and Procedure Manual. New Practitioners receive the IEHP Policy and Procedure Manual within the first month of joining IEHP. Information on policy changes or updates may be included in Provider Newsletters.<sup>25,26</sup>
  4. IEHP staff who have direct contact with Members are trained on Members' Rights and Responsibilities, including the grievance system, and are able to communicate those rights and responsibilities effectively.
- B. Providers and Practitioners are encouraged to help Members understand their rights and responsibilities as outlined above, encourage Members to appropriately utilize their covered benefits, and encourage Members to contact IEHP Member Services at 1-800-440-IEHP (4347)/TTY 1-800-718-4347 if they have questions concerning their benefits.
- C. Grievance Rights:<sup>27</sup>
1. Members have the right to file a grievance with either the Provider, Practitioner, or with IEHP. Members are encouraged to speak with their Practitioner first. Providers and Practitioners are required to maintain copies of IEHP's Member Complaint Form and to give copies to Members when requested. Providers and Practitioners are also required to immediately forward to IEHP any grievances filed by a Member. If a Member needs assistance filling out the form or wishes to file a grievance directly with IEHP, he/she should call IEHP Member Services at 1-800-440-IEHP (4347)/TTY 1-800-718-4347.<sup>28,29,30,31</sup> Members may file a grievance in person at 10801 Sixth St., Rancho Cucamonga, CA 91730 or by mail to the IEHP Grievance Unit, P.O. Box 1800, Rancho Cucamonga, CA 91729-1800. Members may also file a grievance through IEHP's web site at [www.iehp.org](http://www.iehp.org), or via facsimile at (909) 890-5748, Attention: Grievance & Appeals Department.

---

<sup>25</sup> NCQA, 2022 HP Standards and Guidelines, ME 1, Element B

<sup>26</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 7, Provision 5, Network Provider Training

<sup>27</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 14, Member Grievance and Appeal System

<sup>28</sup> Title 28 California Code of Regulations (CCR) § 1300.68 (b)(4)

<sup>29</sup> 22 CCR § 53858(b)

<sup>30</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 7, Provision 4, Contractor's Provider Manual

<sup>31</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 13, Provision 4, Written member Information

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

- a. You have a right to file a grievance with the Ombudsman at 1-888-452-8609.<sup>32</sup>
2. The following grievance rights are included in the Member handbook:
  - a. If your grievance concerns are a serious threat to your health, we will resolve it within seventy-two (72) hours.<sup>33,34,35</sup> All other grievances are resolved within thirty (30) calendar days.<sup>36,37,38,39,40,41</sup>
  - b. You have the right to ask IEHP to help you work with your Provider or anyone else to fix your problem.
  - c. You have the right to change your Providers.
  - d. You have the right to ask a relative or someone else to help file your grievance and represent you during the grievance process. Grievances can be registered or filed by Parents, Guardians, a Conservator, a Relative, Doctor, or other Designee if the Member is a minor or an adult who is otherwise incapacitated. Relatives include Parents, Stepparents, Spouse, Adult Son or Daughter, Grandparents, Brother, Sister, Uncle, or Aunt.
  - e. You may leave IEHP and join another health plan at any time.
  - f. You have the right to request voluntary mediation. A third party unrelated to Member or IEHP considers all aspects or issues and takes measures to reach the best decision for both you and IEHP. You and IEHP will share the cost of the mediation. You do not need to participate in the voluntary mediation process for any longer than thirty (30) days prior to submitting a complaint to the Department of Managed Health Care (DMHC Help Center: 1-888-466-2219)
  - g. You have the right to submit written comments, documents or other information in support of your grievance.
  - h. You may contact other State Agencies for help. See the Grievance and Appeals Process Section in the Member Handbook.

---

<sup>32</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 13, Provision 1, Member Rights and Responsibilities

<sup>33</sup> DHCS All Plan Letter (APL) 21-011 Supersedes APL 17-006 and 04-006, "Grievance and Appeal Requirements, Notice and 'Your Rights' Templates"

<sup>34</sup> NCQA, 2022 HP Standards and Guidelines, ME 7, Element A, Factor 4

<sup>35</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 14, Provision 4, Notice of Action (NOA)

<sup>36</sup> DHCS-IEHP Two-Plan Contract, 1/10/20 (Final Rule A27), Exhibit A, Attachment 14, Provision 1, Member Grievance and Appeal System

<sup>37</sup> DHCS APL 21-011

<sup>38</sup> NCQA, 2022 HP Standards and Guidelines, ME 7, Element A, Factor 4

<sup>39</sup> 22 CCR § 1300.68 (a) & (d)(3)

<sup>40</sup> 22 CCR § 53858 (g)(1)

<sup>41</sup> Health & Safety Code § 1368.01(a)

---

## 22. RIGHTS AND RESPONSIBILITIES

### A. Members' Rights and Responsibilities

---

3. The following information is included in the Member Handbook, grievance letters and denial letters:<sup>42</sup>
  - a. The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-800-440-IEHP (4347)/TTY 1-800-718-4347** and use your health plan's grievance process before contacting the Department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than thirty (30) days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-466-2219**) and a TTY line (**1-877-688-9891**) for the hearing and speech impaired. The department's Internet Web site <http://www.dmhc.ca.gov> has complaint application forms and instructions online.
  - b. Medi-Cal Members also have the right to request a Medi-Cal State Fair Hearing at any time, regardless of whether a complaint has been filed with the Provider or IEHP, by calling the Department of Social Services Public Inquiry and Response unit at 1-800-952-5253 or TTY 1-800-952-8349 or 711 or by mail at California Department of Social Services, State Hearings Division, P.O. Box 944243, Mail Station 9-17-37, Sacramento, CA 94244-2430.
  - c. Authorized Representative: IEHP Medi-Cal Members may represent themselves at the Medi-Cal State Fair Hearing. If the Member chooses, a friend, an attorney, or any other person can represent them, but the Member must make arrangements themselves. The Public Inquiry and Response Unit at **1-800-743-8525** can help the Member find free legal help.
4. For further information on IEHP's Grievance Processes, see Section 16, "Grievance Resolution System."

INLAND EMPIRE HEALTH PLAN		
<b>Chief Approval:</b> <i>Signature on file</i>	<b>Original Effective Date:</b>	September 1, 1996
<b>Chief Title:</b> Chief Operating Officer	<b>Revision Date:</b>	January 1, 2023

---

<sup>42</sup> DHCS APL 21-011

---

## 22. RIGHTS AND RESPONSIBILITIES

### B. Providers' Rights and Responsibilities

---

#### APPLIES TO:

A. This policy applies to all IEHP Medi-Cal Providers.

#### POLICY:

A. All Network Providers, including those contracted directly with IEHP, are obligated to participate in and work with IEHP programs, services, standards, policies and procedures required by IEHP.

B. Providers have the right to know what they can expect when working with IEHP.

C. It is IEHP policy to respect and recognize all Providers' rights as follows:

1. As a Provider within the IEHP network, you have the right to:

- a. Receive information about IEHP, including available programs and services, its staff and its staff qualifications, operational requirements, and any contractual relationships;
- b. Receive information about how IEHP coordinates its interventions with treatment plans for individual Members;
- c. Receive support from IEHP to make decisions interactively with Members regarding their health care;
- d. Receive contact information for staff responsible for managing and communicating with the Provider's Members;
- e. Receive clinical performance data and Member experience data or results, as applicable when requested;
- f. Receive courteous and respectful treatment from IEHP staff; and,
- g. Complain about IEHP, including but not limited to: staff, policies, processes and procedures utilizing IEHP Provider Grievance and Appeal Resolution Process.

2. It is IEHP policy that all Providers directly contracting with IEHP have the following credentialing rights:

- a. Review information submitted to support your credentialing application;
- b. Correct erroneous information during the credentialing process;
- c. Be informed of the status of your credentialing or recredentialing application upon request; and
- d. Be notified of these credentialing rights.

D. It is IEHP policy that Providers' have certain responsibilities.

1. As a Provider contracting with the IEHP network, you have the responsibility to:



---

## 22. RIGHTS AND RESPONSIBILITIES

### B. Providers' Rights and Responsibilities

---

- a. Be familiar with, ask questions about and comply with all IEHP Policies and Procedures; and
- b. Comply with all regulations and medical standards set forth by the appropriate regulatory agencies to ensure appropriate medical care is provided to all IEHP Members.

#### **PROCEDURES:**

- A. Providers are notified of their rights and responsibilities as follows:
  1. Provider's rights and responsibilities are communicated in the Provider's contractual agreement with IEHP and/or other Provider entities within the IEHP network;
  2. New Providers receive training and how to access the IEHP Policy and Procedure Manual at [www.iehp.org](http://www.iehp.org) within the first month of joining IEHP;
  3. Providers can access on the IEHP website at [www.iehp.org](http://www.iehp.org) interim Manual updates as changes to existing policies and procedures and/or new policies and procedures arise throughout the year;
  4. Providers receive bi-annual Provider Newsletters (Heartbeat) to communicate new ideas, information, program, benefit, policies or regulatory changes; and
  5. Changes to policies and programs as well as new policies and programs are communicated to Providers through written correspondence, such as letters and memos, are also posted on the IEHP website, as applicable.
- B. Providers may communicate with IEHP regarding any complaints, issues or concerns they may have in relation to the above rights and responsibilities, as outlined in Section 16B, "Dispute and Appeal Resolution Process for Providers" of the IEHP Provider Policy and Procedure Manual. Ways to communicate with IEHP may include:
  1. IEHP Provider Relations Team at (909) 890-2054.
  2. IEHP Website – [www.iehp.org](http://www.iehp.org)
  3. Provider Services Representative (PSRs)
  4. [providerservices@iehp.org](mailto:providerservices@iehp.org)
- C. Providers are informed of the consequences of failing to comply with the above rights and responsibilities within the IEHP Provider Policy and Procedure Manual in addition to their contractual agreement.

INLAND EMPIRE HEALTH PLAN		
<b>Chief Approval:</b> <i>Signature on file</i>	<b>Original Effective Date:</b>	August 1, 2002
<b>Chief Title:</b> Chief Operating Officer	<b>Revision Date:</b>	January 1, 2021