



Right and Responsibilities

As a member, you have a right:

To be treated in a manner that respects your privacy and dignity as a person and to receive assistance in a prompt, courteous and responsible manner.

To affordable, comprehensive care that provides the value you expect and contributes to your peace of mind, which is essential to good health.

To a choice of physicians who meet high standards of professional training and experience, because informed choices and the freedom to select physicians are essential to building active partnerships between members and doctors.

To be informed about how to obtain a referral for specialty care and how to obtain after-hours and emergency care inside and outside of your local area.

To be provided with information about the providers who deliver your health care and about your health-care benefits. You need to know any exclusions and limitations associated with the plan and any charges for which you will be held responsible.

To be informed by your physician of your diagnosis, prognosis and plan of treatment in terms you understand and to know that all health-care professionals will be held accountable for the quality of services they provide and for the satisfaction of members.

To be informed by your physician about any treatment you may receive. You have a right to participate in the plan for your care. Your provider will request your consent for all treatment, unless there is an emergency and your life and health are in serious danger.

To confidential handling of all communications and medical information maintained at Hometown Health Plan, as provided by law and professional medical ethics.

To complete and easily understood information about the costs of your coverage or any changes that may affect your coverage.

To refuse treatment and be advised of the probable consequences of your decision by your treating physician. We encourage you to discuss your options with your Primary Care Physician (PCP). He or she will advise you and discuss alternative treatment plans with you, but you will have the final decision.

To select a Primary Care Physician from a listing of participating providers, change your Primary Care Physician for any reason and be informed about how provider incentives or restrictions might influence practice patterns.

To have your medical records transferred promptly to a new provider within or outside the network, to ensure continuity of your care.



To express a concern or grievance about Hometown Health Plan and the care you have received and to receive a response in a timely manner.

To keep scheduled appointments and notify the physician's office promptly if you will be unable to keep an appointment and to pay all charges, if any, for missed appointments and services not covered.

To participate actively in decisions about your health care and cooperate fully on mutually accepted courses of treatment.

To follow the advice of your Primary Care Physician and consider the likely consequences when you refuse to comply. We encourage you to ask questions of your physician until you fully understand the care you are receiving.

To provide honest and complete information to those providing care.

To know what medication you are taking, why you are taking it and the proper way to take it.

To express your opinions, concerns or complaints in a constructive manner to the appropriate people within Hometown Health Plan or the provider network.

To make premium payments on time if they are not paid directly by your employer.

All participants are responsible for learning how Hometown Health Plan works by carefully studying and referring to your benefit documents. Please call our Customer Services Department at 775-982-3232 or 800-336-0123 if you have questions about the plan. If you are hearing impaired, dial our TDD number, 775-982-3240.

Our Philosophy of Care

We represent a philosophy of health care that emphasizes active partnerships between members and their physicians. We believe members should have the right care, at the right time, in the right setting. We believe working with people to keep them healthy is as important as making them well.

We value prevention as a key component of comprehensive care - reducing the risks of illness and helping to treat small problems before they can become more severe. We are committed to high standards of quality, service and professional ethics and to the principle that members come first.