



## **Member Rights & Responsibilities**

As a member of MHN, you have certain rights and responsibilities related to your EAP services. For this reason, we have developed several guidelines for you to follow when you request and utilize services.

The following outlines MHN's Member Rights and Responsibilities Statement. We recommend that you familiarize yourself with these Rights and Responsibilities in order to receive optimal service.

Remember that EAP services are not medical care or mental health treatment of any kind. If, in the course of a consultation, clinical problems are suspected, including drug or alcohol problems, we will offer a referral to appropriate medical or mental health services.

### ***As a member, you have a right to:***

- Receive information regarding MHN services and clinical guidelines.
- Call MHN for assistance 24 hours a day, 365 days a year.
- Call "911" in an emergency.
- Receive prompt, competent and courteous treatment from all MHN staff and practitioners.
- Ask questions about and see documentation of your practitioner's credentials and experience.
- Discuss appropriate or medically necessary treatment options, regardless of cost or benefit coverage.
- Confidentiality of your medical records to the extent protected by state and federal law.
- Obtain an explanation regarding legally required exceptions to confidentiality.
- Receive a clear explanation from your practitioner about the problem resolution process, and about any assessment or referral offered.
- Participate in decision-making regarding your services or recommended treatment.
- Refuse or terminate services at any time.
- Be treated with respect and recognition of your dignity and need for privacy.
- Receive an explanation from your practitioner of any consequences that may result from refusing EAP services or referrals.
- Appeal a denial.
- File complaints with MHN, the State Department of Insurance, the Department of Managed Health Care, the State Department of Health and Human Services or any other applicable regulatory body.
- Suggest ways to improve the MHN Member Rights & Responsibilities Policy and Procedures.
- Be free from balance billing by your practitioner.

### ***As a member, it is your responsibility to:***

- Furnish information needed by MHN and your practitioner which allows us to provide proper services or referrals for treatment.
- Actively participate in developing mutually agreed-upon problem-resolution goals and strategies for achieving those goals.
- Follow the plans you have agreed upon with your practitioner.
- Cancel appointments within the guidelines described by MHN or your practitioner.
- Read your Evidence of Coverage or other material outlining your EAP services.
- Ask questions to ensure your understanding of covered services, limitations and any authorization procedures, and comply with the rules and conditions as stated.
- Demonstrate courtesy and respect to your practitioner, the practitioner's staff and MHN's employees, and expect similar treatment in return.