

Member Rights

Members have the right to:

1. Courteous and considerate treatment.
2. Equal access to the best health care regardless of race, color, national origin, age, sex, or disability.
3. Be treated with respect, recognition of your dignity and right to privacy.
4. Receive information about Landmark including a clear explanation of benefits, services, how to obtain services, Landmark's practitioners and how to access them and our Member Rights and Responsibilities.
5. Maintain privacy and confidential handling with all information regarding medical conditions and health issues. This includes the right to have access to medical records as allowed by federal and state law.
6. Speak with practitioners regarding all decisions regardless of appropriateness, medical necessity or the cost or benefit coverage. To receive clear explanations about the risks from recommended treatments, the length of expected disability and the qualifications of the physicians, primary and specialty, who will provide the care.
7. Receive information about all health care options available whether or not they are covered by your health benefit plan.
8. Voice a complaint about Landmark or the care received throughout Landmark's appeals and grievances procedures, and to receive a timely response to any complaints or injuries regarding benefits or care.
9. Participate with practitioners in decision-making regarding health care.
10. Be responsible to share information that assists Landmark and its practitioners in providing your care.
11. Be responsible to understand your health problems and participate with your practitioner in developing mutually agreed upon treatment goals.
12. Be responsible to follow the plans and instructions that you and your practitioner agree upon regarding your care.
13. Right to make recommendations regarding Landmark's policies concerning member's rights and responsibilities.
14. Receive notices and other informational materials in a form that the member can read and understand, or have the materials explained or interpreted.
15. Have language interpreters and interpreters for the hearing impaired, free of charge including how to obtain services.
16. Freedom to exercise these rights without any adverse effect.