

Healthy Options Benefits and Services for 2010.

This 2009 booklet will give you information you need to know about physician visits, benefits, and other services for 2010.

If you have questions about your 2010 Healthy Options benefits, CUP's Member Services Department is open from 8am to 5pm to answer your questions. Please call us at 360-891-1520 or toll free at 800-315-7862.



What rights do I have?

YOU HAVE THE RIGHT TO:

- refuse treatment and to be told what may happen if you refuse.
- understand all your treatment options and alternatives before you get care.
- have a language interpreter or an interpreter for deaf and hearing impaired for your medical visits and dealing with your plan.
- receive medically necessary care without discrimination of any kind 24 hours a day and 7 days a week.
- get a second opinion from another provider in your plan whenever you want one. Call CUP if you want a second opinion, we will help you get one.
- file an appeal or complaint about your plan or providers and receive a timely answer.
- get information about covered medical services. You may choose to pay for services not covered by your plan.
- get information about CUP at least once per year, or whenever you ask.
- be treated with respect by your provider and CUP.
- talk to your provider and expect that your records and what you say will be kept private.
- be included in making decisions about your health care.
- be informed about Advance Directives and make anatomical gifts.
- request copies of CUP's policies, procedures, or practice guidelines at any time by calling our Member Services Department.
- contact CUP to recommend changes in CUP policies and procedures at (360) 891-1520 or (800) 315-7862, TDD (360) 449-8860 or (866) 287-9962.
- change your PCP at any time.
- know about possible side effects of your care and to give your consent before you get care.
- be free from any form of restraint or seclusion used as coercion, discipline, convenience or retaliation.
- exercise these rights without any affect to your benefits or adverse treatment.
- request and receive a copy of your medical records and to request they be amended or corrected.