

Member Rights and Responsibilities

Physicians Medical Group of San Jose (PMGSJ) is committed to providing a mutually respectful relationship with our members. We expect members to assume the following rights and responsibilities:

Member has the right to:

- Exercise your rights without discrimination.
- Be provided with comprehensive information about the medical group, its services, providers, their qualifications, and the health care service delivery process.
- Be informed of emergency and non-emergency coverage and cost of care, and receive an explanation of financial obligations as appropriate prior to incurring the expense (co-payments, deductible, and co-insurance).
- Be provided information on how to obtain care after normal business hours and how to obtain emergency care including when to access emergency care or use 911.
- Be informed of the name and qualifications of a Primary Care Physician or other specialist physicians coordinating your care.
- Have 24-hour access to your Primary Care Physician (or their covering physician).
- Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment and non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable, in order to give informed consent or to refuse that course of treatment.
- Candidly discuss appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.
- Actively be involved with doctors and other health care professionals in making decisions regarding your health care.
- Be treated with courtesy, respect and dignity; receive considerate and respectful care with full consideration of privacy.
- Be afforded the opportunity to consent or deny the release of identifiable medical or other information except when such release is required by law.
- Express opinions or concerns to the medical group about the care provided (contact Member Services).
- Be informed of the member complaint/grievance and appeal process, as well as the ability to express a complaint in writing or by phone.
- Be informed of the availability of physicians, termination of a physician, or practice site. Receive assistance in selecting a new Primary Care or Specialty Physician.
- Change your Primary Care Physician by contacting your health plan.
- Receive reasonable continuity and continuation of care and be given timely and sensible answers to questions and requests made for service, care, covered benefits, non-covered services and payment.
- Be informed of continuing health care requirements following office visits, treatments, procedures, and hospitalization.
- Be represented by parents, guardians, family members or other conservators when you are unable to fully participate in your treatment decisions.
- Be informed and make recommendations to the Member Rights and Responsibilities.

Member has the responsibility to:

- Be familiar with your benefits and exclusions of your health plan coverage.
- Provide your doctor with complete and accurate information necessary for your care.
- Be on time for all appointments and notify the provider's office as far in advance as possible for cancellation or rescheduling.
- Report changes in your condition according to provider's instructions.
- Understand the health problems.
- Participate in developing mutually agreed upon treatment plan.
- Carry out the mutually agreed upon treatment plan developed by the health care provider.
- Inform the provider(s) of your inability to follow the treatment plan.
- Inform provider(s) of your inability to understand information or details given.
- Contact your Primary Care Physician (or covering doctor) for any care needed after normal office hours.
- Treat the health care providers and staff with respect.
- Respect the rights, property, and environment of all providers, staff and other members.
- Obtain an authorized referral from your Primary Care Physician for a visit to a specialist and/or to receive specialty care.
- Utilize specialists and other providers within the medical group to stay in-network.
- Be familiar and comply with the medical group's health care service delivery system regarding access to routine, urgent, and emergent care.
- Actively participate in decisions regarding your health care and treatment plan.
- Contact the Member Services Department or Health Plan Member Services Department regarding any questions or assistance.
- Notify the health plan Member Services Department and the Primary Care/treating Physician, when you have a change in address and/or contact information.

The Member Rights and Responsibilities apply to the member and person(s) who have the legal responsibility to make health care decisions for the member. Call your Health Plan or PMGSJ's Member Services Department to request copies of materials in languages other than English.