

Rights and Responsibilities Statement

Capital District Physicians' Healthcare Network, Inc.

The National Committee for Quality Assurance (NCQA) sets standards for health plans to ensure member rights and responsibilities. It is NCQA's recommendation that all CDPHN members receive a statement of their member rights and responsibilities both upon enrollment and annually thereafter.

In an effort to comply with these standards, Capital District Physicians' Healthcare Network, Inc. (CDPHN) would like to suggest distribution of the following statement to your newly enrolled and current CDPHN members:

Capital District Physicians' Healthcare Network, Inc. members have the right to the following:

1. To receive information about CDPHN, its services, its practitioners and providers, and member rights and responsibilities.
2. To be treated with respect and recognition of their dignity and right to privacy.
3. To participate with practitioners in making decisions about their health care.
4. To have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. To voice complaints or appeals about CDPHN or the care it provides.
6. To make recommendations regarding the CDPHN member rights and responsibilities policy.

Capital District Physicians' Healthcare Network, Inc. members have the following responsibilities:

1. To supply information (to the extent possible) that CDPHN and its practitioners and providers need in order to provide care.
2. To follow plans and instructions for care that they have agreed to with their practitioners.
3. To understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.



A plan for life.