

Member Rights and Responsibilities

The Humboldt IPA is committed to treating our members in a manner that respects their rights.

Members have the right to:

- Receive information about the IPA, its services, its practitioners and providers, and member's rights and responsibilities.
- Be treated with respect and recognition of their dignity and right to privacy.
- Participate with practitioners in decision making regarding their health care.
- A candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about the IPA's or the care provided.
- Make recommendations regarding the IPA's member rights and responsibilities policies.

To assist the IPA in meeting these obligations, it is the member's responsibility to:

- Provide, to the extent possible, information that the IPA and its Practitioners/providers need in order to care for them.
- Follow the plans and instructions for care that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.

The IPA will promote understanding and proper implementation of this policy by:

- Informing new members of their rights and responsibilities in the New Member Handbook.
- Orienting new employees to the Members Rights and Responsibilities.
- Conducting in-service education on Member's Rights and Responsibilities, as needed, for IPA employees, provider office staff and contracting facility staff.

Humboldt Independent Practice Association

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