



Patient rights and roles

We are committed to providing personalized, quality and cost-effective care. As our patient, you have certain rights and roles, and it is important that you fully understand them.

You and your personal representative have the right:

- To receive patient rights in a language or manner of communication you understand.
- To be treated in a manner that respects your privacy and dignity as a person.
- To be free from all forms of abuse or harassment.
- To receive assistance in a prompt, courteous and responsible manner.
- To confidential handling of all communications and medical information maintained at Cigna HealthCare, as provided by law and professional medical ethics. Your written permission will always be required for Cigna HealthCare's release of medical information except when:
 - *Health professionals providing for your care request clinical information*
 - *Cigna HealthCare is legally obligated to release information.*
 - *Cigna HealthCare prepares and releases information in the form of statistical summaries that do not identify individual participants.*
 - *Information is necessary to support or facilitate claims payment, utilization management or quality management.*
- To be informed by your treating physician of your diagnosis and plan of treatment in terms you understand.
- To be informed by your treating health professional about any treatment you may receive. Your treating health professional should request your consent for all treatment, unless there is an emergency and your life and health are in serious danger.
- To receive verbal and written notice of your Patient Rights in advance of a surgical procedure.
- To refuse treatment and be advised of the possible consequences of your decision by your treating health professional. We encourage you to discuss your objections with your primary care physician (PCP). He or she will advise and discuss alternative treatment plans with you, but you will have the final decision.
- To be provided with a listing of Cigna Medical Group providers and consultants.
- If provided by your Plan, to select a primary care physician and to change your PCP for any reason.
- To express a complaint about Cigna Medical Group and/or the quality of care you have received and to receive a response in a timely manner.
- To initiate the grievance procedure if you are not satisfied with Cigna Medical Group's decision regarding your complaint.
- To be provided with information about how to learn about your health care benefits, any exclusions and limitations associated with your plan and any charges that you will be responsible for.

You have a role:

- To be a participant with your clinician in creating your health and medical treatment plan and to follow through with that plan.
- To provide honest and complete information to those providing care, including advanced directives (living will, power of attorney or other directives that could affect your care).
- To ask questions of your physician and seek clarifications until you fully understand the care you are receiving.
- To consult your physician for his/her direction prior to receiving medical care (except in life-threatening situations).
- To keep scheduled appointments and notify your Physician's office if you will be delayed or unable to keep an appointment.
- To know what medication you are taking, including over-the-counter products and dietary supplements, why you are taking it and the proper way to take it.
- To express your opinions, concerns or complaints in a constructive manner to the appropriate people within Cigna Medical Group.
- To present your insurance identification card prior to receiving services.
- To pay all charges, if any, for appointments and non-covered services at the time service is rendered.
- To be respectful of all health care providers and staff, as well as other patients or visitors.

All patients are responsible for learning how to access information about their health plan benefits. Please call the Member Services Department identified by your insurance plan when you have questions or concerns.

To make a complaint, you may contact:

- Arizona Department of Health Services:
Program Manager, 150 North 18th Avenue, Phoenix, Arizona 85007
- General and Public Information: 602.542.1025; Fax: 602.542.0883
- HSAG Arizona Medicare Beneficiary Complaints Helpline at 1.800.359.9909
- Office of Medicare Beneficiary Ombudsman website: <http://www.cms.hhs.gov/center/ombudsman.asp>

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