

Member Rights and Responsibilities

Keystone Mercy is committed to treating members with respect and dignity. Keystone Mercy, and its network of doctors and other providers of services, do not discriminate against members based on race, sex, religion, national origin, disability, age, sexual orientation, or any other basis prohibited by law. As a member, you have the following rights and responsibilities:

Member Rights

You have the right to:

- know about Keystone Mercy Health Plan and its health care providers.
- get information about Keystone Mercy, its health care providers, and member rights and responsibilities.
- get information and know about your benefits and services.
- get information about the cost of health care services.
- have your medical records and care kept confidential.
- expect that Keystone Mercy will give you a copy of its Notice of Privacy Practices without your requesting it.
- privacy of your personal and health information.
- approve or deny the release of identifiable medical or personal information, except when the release is required by law.
- be treated with dignity and respect by your health care providers and Keystone Mercy.
- talk with your health care provider about treatment plans.
- get information from a health care provider on available treatment options and alternatives, given in a way you understand.
- talk to your health care provider about the kinds of care you can choose to meet your medical needs regardless of cost or benefit coverage.
- voice complaints about and/or appeal decisions made by Keystone Mercy and its health care providers.
- file for a Fair Hearing with the Department of Public Welfare.
- get materials and/or help in alternate languages and formats, if necessary.
- make an “Advance Directive” - see page 52 for more details.
- ask for and receive a copy of your medical records in accordance with applicable federal and state laws.
- be given an opportunity to make suggestions for changes in Keystone Mercy’s policies and procedures.
- be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- be a part of the decisions about your health care, including the right to refuse treatment. Your decision to do so will not negatively affect the way you are treated by Keystone Mercy, its health care providers or the Department of Public Welfare.
- ask that any communication that has protected health information in it from Keystone Mercy be sent to you by alternative means or to an alternative address.
- ask that Keystone Mercy amend certain protected health information.
- ask for a list of disclosures of protected health information.

For more information or to make suggestions, please call Member Services.