

WINHEALTH PARTNERS MEMBER RIGHTS AND RESPONSIBILITIES

As a participant in a WINhealth Partners health plan, you have the right to receive certain information and services from both WINhealth and the health care professionals who care for you. In addition, you have certain responsibilities to ensure that you receive prompt, accurate care and maximize your health plan benefits. Below is a summary of your rights and responsibilities as a WINhealth member. Additional details and information may be found in the health plan policy applicable to your current benefit plan.

YOU HAVE A RIGHT TO:

1. **Information**
 - Receive information about the WINhealth organization, its services, and its providers.
 - Obtain current information about services that are covered and are not covered by your plan.
 - Receive a prompt reply to questions or requests you submit to WINhealth.
 - Have your personal health information kept private and secure.
 - Receive information about your rights and responsibilities as a WINhealth member.

2. **Quality Care**
 - Be treated with respect and recognition of your dignity and privacy.
 - Actively participate with your health care providers in making decisions about your care, engaging in open and honest discussions concerning appropriate treatment options, regardless of cost or benefits coverage.
 - Know that WINhealth does not restrict dialogue between you and your health care providers. Network providers are not employed by WINhealth, and WINhealth does not direct or control recommendations for care made by providers or restrict communication regarding treatment options.

3. **Communicate**
 - Contact WINhealth through the online portal, <https://winhealth.healthtrioconnect.com>, or by calling the Member Services department, 307-773-1330
 - if you do not understand how to use your plan benefits;
 - to receive an explanation about how a claim was processed;
 - for updated information on deductible, copayment, and coinsurance amounts.
 - Share complaints or file appeals with WINhealth regarding decisions made or actions taken affecting your benefits.
 - Make recommendations to WINhealth regarding this Member Rights and Responsibilities policy.

YOU HAVE A RESPONSIBILITY TO:

1. **Provide Information**

- Notify WINhealth of changes in your telephone number, physical or email addresses, or other contact information in order to ensure timely communication regarding plan benefits and covered care.
- Contact WINhealth through the online portal, <https://winhealth.healthtrioconnect.com>, or by calling the Member Services department, 307-773-1330, if you do not understand how to use your plan benefits.
- Present your WINhealth identification card and all necessary copayments at the time of receiving care.
- Give accurate and complete information to health care providers and representatives of WINhealth when discussing care.

2. **Follow Instructions**

- Read your WINhealth Policy and understand your benefits, including applicable deductibles, copayments and coinsurance amounts, covered services, and excluded services.
- Obtain preauthorization as required for inpatient care and out-of-network treatment prior to receiving those services.
- Follow your physicians' plans and instructions for care as discussed with your physicians.

3. **Exercise Your Rights**

- Although WINhealth does not require it, you may select a primary care physician from WINhealth's network and participate in an ongoing patient-physician relationship concerning your care.
- Understand your health issues and participate with your provider and WINhealth in identifying and developing treatment plans.
- Follow the directions and advice you have received and agreed upon with your physicians.
- Promptly follow WINhealth's procedure for complaints and appeals, if you feel they are warranted.
- Treat all WINhealth staff with courtesy and respect.

