



Health Plans

Member's Rights & Responsibilities

It is IU Health Plans policy to support and inform members of their rights and responsibilities. In order to meet Member's rights, IU Health Plans responsibilities are the following:

IU Health Plans commits to:

1. Provide information about the organization, its services, programs, practitioners and providers and member rights and responsibilities by written and/or electronic notice timely.
2. Follow and apply all applicable Indiana State and Federal laws.
3. Not discriminate on the basis of race, color, religion, sex, sexual orientation, age, disability, genetic information, veteran status, national origin, gender identity and/or expression, marital status, or any other characteristic protected by federal, state, or local law.
4. Listen to member recommendations regarding the organization's member rights and responsibilities policy.
5. Answer questions pertaining to your benefits or your plan by calling our Customer Solutions Center at 1.866.895.5828 (TTY users please call 1.800.743.3333) Monday to Friday, 7:00 am to 7:00 pm

Each member has the right to:

1. Be treated with respect and recognition of their dignity and their right to privacy in regards to their interactions with IU Health Plans and in their personal information and medical records handled by IU Health Plans.
2. Timely access to privacy notices that outline how your personal information is handled and protected by IU Health Plans, and notification of any changes to privacy notices in written and/or electronic formats.
3. Receive information about IU Health Plans' services, programs, it's healthcare practitioners and providers and member rights and responsibilities in written and/or electronic format.
4. Participate with providers and members of their care team in making decisions about their health care. Including discussing appropriate or medically necessary treatment options for member's conditions, regardless of cost or benefit coverage.
5. Request prior authorization(s) for care services.
6. Seek care outside of IU Health Plans' network if IU Health Plans network is unable to provide a covered service within our existing physician network.
7. File an appeal and/or a grievance (complaint) with IU Health Plans without it impacting the service or care that a member receives. IU Health Plans' has a Civil Rights Coordinator available to help the member should a member voice complaint or appeals about the organization or the care it provides.
8. Advance directives. These forms are your spoken and written instructions about your wishes for future medical care. An advance directive names a person of your choice to make healthcare choices for you when you cannot make the choices yourself. While these directives should be made available to the provider or hospital where you receive care, IU Health Plans does not need a copy. Learn more about advance directives by visiting the Indiana State Department of Health website at in.gov/isdh/25880.htm and download any forms you need.

Approved: 11/2020
Revised: 9/2021; 1/2023

IU Health Plans
950 North Meridian Street, Suite 400
Indianapolis, IN 46204
T 1.866.895.5828
iuhealthplans.org



Health Plans

9. Authorize a legal representative to receive information about a member's health benefits and to file an appeal or grievance on behalf of the member. A member may also change or modify authorized representatives by contacting IU Health Plans.

a. Rights can be applied on the patient's behalf by a parent or legal guardian unless the member is an emancipated minor. If the member has a legal representative, member rights can be applied on their behalf.

10. Request assistance in the form of interpreter services in prevalent non-English languages or in telecommunication accessibility for the hearing impaired.

Members Responsibilities to IU Health are the following:

1. Supply information (to the extent possible) that IU Health Plans, practitioners, and providers need in order to provide care, including accurate medical information.

2. To utilize approved (in-network) IU Health Plans facilities and providers.

a. Keep and be on time for provider appointments, or to follow local practice standards when cancelling or rescheduling appointments.

3. Actively participate with your health care providers in making decisions about your care.

a. Understand as much as possible about their health, any existing or future health issues and to take part in setting and reaching care goals with their health care provider, to the degree possible.

b. Follow plans, advice and instructions for care that members have agreed to with their health care providers and care team. (ex. Taking medication as scheduled)

c. To keep their health care provider updated with recent changes in their health (ex. Contacting their primary care provider after going to an urgent care or seeking behavioral health support)

4. Always carry their ID card. Show it when getting care.

a. Never let anyone else use their ID card.

IU Health Plans

950 North Meridian Street, Suite 400
Indianapolis, In 46204

T 1.866.895.5828

iuhealthplans.org