



YOUR RIGHTS AS AN HNE Be Healthy® MEMBER

December 2015

Dear HNE Be Healthy Subscriber:

Each year, Health New England is required by state and federal laws and national accreditation standards to tell you about certain rights and services available to you as a member. In the following pages you will find this information:

- I. HNE's Quality Management Program
- II. Member Rights and Responsibilities
- III. Behavioral Health Services
- IV. How We Protect Your Privacy
- V. How to get information about your Plan

This information is included in your HNE Member Handbook. You can find a copy on our website, <http://hne.com/masshealth/english/memberbenefits.html>.

Please review this information. If you have any questions, please call Be Healthy Member Services at (413) 788-0123 or (800) 786-9999 (TTY: (800) 439-2730), Monday through Friday, from 8 a.m. to 6 p.m. We're here to help!

Sincerely,

A handwritten signature in cursive script that reads "John Florek".

John Florek
Member Services Manager

INTERPRETER AND TRANSLATION SERVICES

This is important information. You can call HNE Member Services to have this information read to you. For other languages other than English and Spanish, HNE will use the AT&T Language Line to reach an interpreter. Our hours are Monday through Friday from 8:00AM to 6:00PM. Translation services are FREE for our members.

Esta es una información importante. Usted puede llamar a los Servicios de los Miembros del HNE para que le lean esta información. Nosotros podremos responder a sus preguntas en inglés o en español. Para otros idiomas, el HNE usará la Línea de Lenguaje de AT&T para ponerse en contacto con un intérprete. Nuestras horas son de lunes a viernes de 8:00AM a 6:00PM. Los servicios de traducción son GRATUITOS para nuestros miembros.

Esta informação é importante. Você pode ligar para o Serviço de Atendimento ao Membro de HNE e pedir que estas informações sejam lidas para você. Podemos responder às suas perguntas em inglês ou em espanhol. Para outras línguas, a HNE usará a AT&T Language Line para ter acesso a um intérprete. Nosso horário de atendimento é de segunda a sexta-feira, das 8:00 às 18:00 horas. O serviço de tradução para nossos sócios é GRATUITO.

Vogliate leggere queste informazioni attentivamente. Potete telefonare a HNE Servizio Abbonati affine che queste informazioni vi siano comunicati direttamente. Noi possiamo rispondere a vostre domande in Inglese o in Spagnolo. Per altre lingue, HNE utilizza i servizi di AT&T linea Lingue per mettervi in contatto con un interprete. Le ore di apertura sono dal Lunedì al Venerdì dalle ore 8:00 alle ore 18:00. I servizi di traduzione sono gratuiti per gli abbonati.

Важная информация. Вы можете позвонить в отдел обслуживания членов сети HNE, чтобы эту информацию Вам прочитали. Мы можем задавать Вам вопросы на английском и испанском языках. Для работы с другими языками HNE пользуется услугами устного переводчика через фирму AT&T Language Line. Время работы нашего офиса – с понедельника по пятницу, с 8:00 утра до 6:00 вечера. Услуги по переводу предоставляются нашим членам бесплатно.

Sa a se yon enfòmasyon enpòtan. Ou gen dwa rele HNE Sèvis pou Manm (HNE Member Services) pou yo kab li enfòmasyon sa a pou w. Nou kapab reponn kesyon w yo nan lang Angle oubyen Panyòl. Pou lòt lang yo, HNE pral sèvi ak AT&T Liy pou Lang (AT&T Language Line) pou l jwenn yon entèprèt. Lè pou jwenn nou se: Lendi rive vandredi de 8è:00 AM a 6è:00 PM. Sèvis entèprèt la GRATIS pou manm nou yo.

Αυτό είναι σημαντικές πληροφορίες. Μπορείτε να καλέσετε Υπηρεσίες μέλη HNE να έχουν διαβάσει αυτές τις πληροφορίες σε σας. Μπορούμε να απαντήσουμε στις ερωτήσεις σας στα αγγλικά ή ισπανικά. Για τις άλλες γλώσσες, HNE θα χρησιμοποιήσει την AT & T Language Line για να καταλήξουν σε διερμηνέα. Λειτουργίας μας είναι από Δευτέρα έως Παρασκευή 8:00 πμ-18.00μμ. Μεταφραστικές υπηρεσίες είναι δωρεάν για τα μέλη μας.

Veillez lire ces informations avec attention. Vous êtes invités également à prendre ces informations en direct auprès de HNE en appelant le Services des Abbonés. Nous sommes en mesure de pouvoir répondre a vos questions en Anglais et en Espagnol. Pour toutes autres langues, HNE utilise les services de AT&T Ligne Langages afin de vous mettre en contact avec une interprète. Les heures d'ouverture sont du Lundi au Vendredi de 8 heures a 18 heures. Les services de traduction sont gratuits pour tous les abonnés.

នេះគឺជាព័ត៌មានសំខាន់ ។ អ្នកអាចទូរស័ព្ទទៅកាន់សេវាសំរាប់សមាជិករបស់ HNE ដើម្បីអោយគេអាន
ព័ត៌មាននេះអោយអ្នកស្តាប់ ។ យើងខ្ញុំអាចឆ្លើយសំណួររបស់លោកអ្នកជាភាសាអង់គ្លេស វិភាសាអេស្ប៉ាញ ។
សំរាប់ភាសាផ្សេងទៀត HNE នឹងប្រើខ្សែទូរស័ព្ទបកប្រែភាសា AT&T ដើម្បីភ្ជាប់ទៅអ្នកបកប្រែ ។
ម៉ោងធ្វើការរបស់យើង គឺចាប់ពីថ្ងៃច័ន្ទ ដល់ថ្ងៃសុក្រ ពីម៉ោង 8 ព្រឹក ដល់ 6 ល្ងាច ។ សេវាបកប្រែភាសា
មិនគិតប្រាក់ទេសំរាប់សមាជិករបស់យើង ។

នេះគឺជាព័ត៌មានសំខាន់ ។ អ្នកអាចទូរស័ព្ទទៅកាន់សេវាសំរាប់សមាជិករបស់ HNE ដើម្បីអោយគេអាន
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មិនគិតប្រាក់ទេសំរាប់សមាជិករបស់យើង ។

此系重要信息。您可以拨打 HNE 成员服务部电话，将此信息读给您听。我们能用英语或
西班牙语回答您的问题。如需其他语言，HNE 会使用 AT&T 电话公司的语言线路，为您
找到翻译人员。我们的工作时间是：周一至周五上午 8：00 到下午 6：00。对我们的成
员，翻译是免费的。

此系重要信息。您可以撥打 HNE 成員服務部電話，將此信息讀給您聽。我們能用英語或
西班牙語回答您的問題。如需其他語言，HNE 會使用 AT&T 電話公司的語言線路，為
您找到翻譯人員。我們的工作時間是：周一至周五上午 8：00 到下午 6：00。對我們的成
員，翻譯是免費的。

هذه المعلومات هامة. يمكنك الاتصال بخدمات الأعضاء في HNE لقراءة هذه المعلومات لك. يمكننا الإجابة على
أسئلتك بالإنجليزية أو الأسبانية. بالنسبة للغات الأخرى، سيستخدم HNE خط اللغات AT&T للوصول إلى مترجم
فوري. ساعات العمل لدينا هي من الاثنين إلى الجمعة من الساعة ٨:٠٠ ص إلى ٥:٠٠ م. خدمات الترجمة مجانية
للأعضاء لدينا.

I. HNE's Quality Management Program

HNE has a written Quality Management Program Description. This document provides detailed information about the program and contains the annual work plan, or schedule of events. It also explains how the program is evaluated. If you would like a copy of this information, or results of quality improvement activities, please contact Pat Scheer, HNE's Director of Quality Operations, at (413) 233-3435.

II. MEMBER RIGHTS AND RESPONSIBILITIES

HNE members have specific rights and responsibilities that form the basis of quality health care. We are pleased to share the HNE Member Rights and Responsibilities Statement, which tells you what you can expect of us and what we ask of you.

Member Rights

As a Member of HNE Be Healthy, you have certain rights. These are to:

- Receive documents and any information in other formats or in Spanish free of charge. Interpreter services also are available free of charge by calling HNE Member Services.
- Receive information about HNE Be Healthy, our services, our Providers and practitioners, your covered benefits, and your rights and responsibilities as a Member of HNE Be Healthy
- Have your questions and concerns answered completely and courteously
- Be treated with respect and with consideration for your dignity
- Have privacy during treatment and expect confidentiality of all records and communications
- Discuss and receive information regarding your treatment options, regardless of cost or benefit coverage, with your Provider in a way which is understood by you. You may be responsible for payment of services not included in the Covered Services list for your coverage type.
- Be included in all decisions about your health care, including the right to refuse treatment and the right to receive a Second Opinion on a medical procedure at no cost to you.
- Choose a qualified Primary Care Provider (PCP) and hospital that accept HNE Be Healthy Members
- Change your PCP
- Access Emergency care 24 hours a day, 7 days a week
- Easy access to voice your concerns, and expect follow-up by HNE Be Healthy
- File Grievances and Appeals without discrimination about HNE or the care you received
- Make recommendations regarding HNE Be Healthy's Member rights and responsibilities
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Freely apply your rights without negatively affecting the way HNE Be Healthy or your Provider treats you
- Ask for and receive a copy of your medical record and request that it be changed or corrected, as explained in the Notice of Privacy Practices later in this section or on your Member Handbook
- Receive the Covered Services you are eligible for as outlined in the Covered Services list enclosed with your Member Handbook
- Be informed about how medical treatment decisions are made by HNE or by Providers that accept HNE Members. Know the names and qualifications of physicians and health care professionals involved in your medical treatment
- Receive information about an illness, the course of treatment and expectations for recovery in words that you can understand
- Receive Emergency services when you believe that an Emergency health condition exists
- Keep your Personal Health Information private as protected under federal and state laws— including oral, written and electronic information throughout HNE. Unauthorized people do not see or change your records.
- Exercise these rights regardless of your race, physical or mental ability, ethnicity, gender, sexual orientation, creed, age, religion, national origin, cultural or educational background, economic or health status, English proficiency, reading skills, or source of payment for your care. Expect these rights to be upheld by both HNE and the Providers who accept HNE Be Healthy Members.

Member Responsibilities

As a Member of HNE Be Healthy, you have certain responsibilities. These are to:

- Choose a PCP
- Call your PCP when you need health care unless it is an Emergency
- Tell any health care Provider that you see that you are an HNE Be Healthy Member
- Give complete and accurate health information that may be needed in order to provide care
- Understand the role of your PCP in providing your care and arranging other health care services that you may need
- To the degree possible, understand your health problems and take part in making decisions about your health care and in developing treatment goals with your Provider
- Follow the plans and instructions agreed to by you and your Provider
- Understand your benefits and know what is covered and what is not covered
- Notify HNE Be Healthy and MassHealth of any changes in personal information such as address, telephone, marriage, additions to the family, and eligibility of other health insurance coverage, etc.

III. Behavioral Health Services

HNE Be Healthy provides a full range of Behavioral Health services including individual, group or family therapy, “diversionary” services such as partial hospitalization and inpatient care. As part of the Children’s Behavioral Health Initiative, Behavioral Health services for certain children and youth under the age of 21 have been expanded to include, when Medically Necessary, home and community-based services including mobile crisis intervention, in-home therapy, in-home behavioral services, family support and training, therapeutic mentoring and Intensive Care Coordination (ICC).

All Behavioral Health services to HNE Be Healthy Members are provided by MBHP. If you need help with your Behavioral Health benefits, call MBHP any time at (800) 495-0086 (TTY: (617) 790-4130) 24 hours a day, 7 days a week, or visit www.masspartnership.com. You can also contact HNE Member Services at (413) 788-0123 or (800) 786-9999 (TTY: (800) 439-2730), Monday through Friday, from 8:00 a.m. to 6:00 p.m.

IV. How We Protect Your Privacy

HNE is committed to protecting your privacy. We keep members’ protected health information (PHI) confidential according to our policies and state and federal law, including the Health Insurance Portability and Accountability Act (HIPAA). HNE’s Notice of Privacy Practices contains more detailed information about HNE’s policies and practices regarding the collection, use, and disclosure of your PHI. It also explains your rights with respect to your PHI. You can request a complete copy of HNE’s Notice of Privacy Practices by contacting HNE Member Services.

How does HNE protect my PHI?

HNE has a detailed policy on confidentiality. This policy applies to all oral, written, and electronic information that we have about you. All HNE employees are required to protect the confidentiality of your PHI. An employee may only access, use, or disclose your information when he or she has an appropriate reason to do so. Each employee or temporary employee must sign a statement that he or she has read and understands the policy. Once a year, HNE sends a notice to employees to remind them of this policy. Any employee who violates the policy is subject to discipline and may be fired. You may request a copy of HNE’s Privacy Policy from HNE Member Services. HNE also includes confidentiality provisions in all of its contracts with Plan Providers. Finally, HNE maintains physical, electronic, and procedural safeguards to protect your information.

How does HNE use and disclose my PHI?

HIPAA and other laws allow or require us to use or disclose your PHI for many different reasons. HNE may use and disclose your information in connection with your treatment, the payment for your health care, and our health care operations, including our quality and utilization management activities. We also can disclose your information to providers and other health plans that have a relationship with you for their treatment, payment and some limited health care operations. In addition, federal law allows or requires us to use or disclose your PHI to serve other purposes, such as for public health activities, or when we are required by law to disclose the information. We do not need your authorization for these purposes.

For other uses and disclosures of your information, we must get your written authorization. A written authorization request will specify the purpose of the requested disclosure, the persons or class of persons to whom the information may be given, and an expiration date for the authorization. If you do provide a written authorization, you generally have the right to revoke it. Refer to our complete Notice of Privacy Practices for more information about how we use and disclose information about you.

Can I get a copy of my medical records?

HNE does not provide medical care. Members receive care and treatment from health care providers based in their own facilities. Under Massachusetts law, you have a right to obtain a copy of your medical records. To obtain a copy, contact your health care provider directly.

You also have the right to see and get a copy of some of the records that HNE maintains, such as your enrollment, payment, claims, case or medical management records, and any other records that HNE uses to make decisions about you. Requests for access to copies of these records must be in writing and sent to the HNE Legal Department. Please provide us with the specific information we need to fulfill your request. We may charge a reasonable fee for the cost of producing and mailing the copies.

V. How to get information about your plan

At HNE, we continually review the coverage that we offer. We work with doctors, pharmacists, and other clinical professionals to compare emerging medical technology with the services we already cover. We also look for ways to improve and simplify how we administer covered services. As a result, from time to time we provide updates to your coverage, and we notify you, your employer, and our providers of these changes.

To obtain an updated copy of your HNE Be Healthy Member Handbook or for the latest coverage information about your Plan, HNE's contracted providers, or specific information about covered services, please call Be Healthy Member Services at (413) 788-0123 or (800) 786-9999 (TTY: (800) 439-2730), Monday through Friday, from 8 a.m. to 6 p.m. How can we help!