Rights and Responsibilities

Member Rights and Responsibilities

Members have the right to:

- Receive information about Harvard Pilgrim, its services, its practitioners and providers, and members’ rights and responsibilities.
- Be treated with respect and recognition of their dignity and right to privacy.
- Participate with practitioners in decision-making regarding their health care.
- Have a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about Harvard Pilgrim or the care provided.
- Make recommendations regarding the organization’s members’ rights and responsibilities policies.

Members have the responsibility to:

- Provide, to the extent possible, information that Harvard Pilgrim and its practitioners and providers need in order to care for them.
- Follow the plans and instructions for care that they have agreed on with their practitioners.
- Understand their health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
- Additional rights and responsibilities may apply by state.

Participation in Treatment Decisions

Providers must include members in the planning and implementation of their care by:

- Educating patients regarding their health needs.
- Sharing the findings of history and physical examinations.
- Sharing results of all lab and clinical findings in an understandable manner that allows the patient to grasp the treatment options.
- Discussing potential treatment options (without regard to plan coverage), side effects of treatment and management of symptoms.
- Recognizing the patient has the final course of action among clinically acceptable choices.

*If the member is unable to fully participate in his/her treatment decisions, he or she has the right to be represented by parents, guardians, family members, or other conservators.*

Communication Resources

Language Interpretation Services

Harvard Pilgrim offers free language interpretation services in more than 160 languages, through Pacific Interpreters at 800-264-1548.

- For more information, call Member Services at 888-333-4742.
TTY/TDD Teletypewriter/Telecommunication Device for the Deaf
TTY is the telephone technology used for communicating with deaf and hearing-impaired people. Harvard Pilgrim uses the Telecommunications Relay Service (TRS), a public service, for TTY communications. To access TRS, please call 711. TTY devices are located in Member Services and in the Sales Department.

For more information about TRS, call:
- Massachusetts  800-439-2370
- Maine  800-457-1220
- New Hampshire  800-735-2964

PUBLICATION HISTORY
01/01/12  removed First Seniority Freedom information
01/15/13  reviewed; no changes
01/28/15  updated TTY information
01/01/23  reviewed; no changes