

Member Rights & Responsibilities

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility.

A patient has the right to:

1. Be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
2. A prompt and reasonable response to questions and requests.
3. Know who is providing services and who is responsible for his or her care.
4. Know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
5. Know what rules and regulations apply to his or her conduct.
6. Be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
7. Refuse any treatment, except as otherwise provided by law.
8. Be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
9. Know, upon request and in advance of treatment, whether the provider or facility accepts the members plan benefit coverage.
10. Receive, upon request, prior to treatment, a reasonable estimate of charges for care.
11. Receive a copy of a reasonably clear and understandable itemized bill and, upon request, to have the charges explained.
12. Impartial access to treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
13. Treatment for any emergency dental or vision condition that will deteriorate from failure to provide treatment.
14. Know if treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.
15. Express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the provider or facility that served him or her and to the appropriate State licensing agency.
16. To participate with your doctors in making decisions about the health care you receive and provide input into your planned treatment.
17. Receive information about Argus, its services, providers and members' rights and responsibilities.
18. Participate with your providers in making decisions about your health/ dental care.
19. Have a candid discussion about appropriate or necessary treatment options for your health conditions, regardless of cost or benefits.
20. Voice complaints or appeals about Argus or the care it provides.
21. Make recommendations about Argus's member rights and responsibilities policies.
22. Receive information about Advance Directives, provider's credentials and absence of malpractice coverage.
23. Patient has the right to change providers if other providers are available

A patient has the responsibility:

1. to provide to Argus and its providers, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
2. to report unexpected changes in his or her condition to the provider.
3. to report to the provider whether he or she comprehends a contemplated course of action and what is expected of him or her.
4. to understand his or her health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
5. to follow the treatment plan recommended by the provider.
6. to keep appointments and, when he or she is unable to do so for any reason, will notify the provider or facility.
7. for his or her actions if he or she refuses treatment or does not follow the provider's instructions.
8. to assure the financial obligations of his or her care are fulfilled as promptly as possible.
9. to follow facility rules and regulations affecting patient care and conduct.
10. to inform his or her provider about any living will, medical power of attorney, or other directive that could affect his or her care.
11. to provide a responsible adult for transportation from the facility if required by the provider in situations where sedation is administered.

Providers are required to provide services that are:

1. Not discriminating against any patient in any manner including but not limited to:
 - a) Source of payment
 - b) Race
 - c) Ethnicity
 - d) National origin
 - e) Sex
 - f) Sexual orientation
 - g) Age
 - h) Religion
 - i) Place of residence
 - j) Health status
 - k) Mental or physical disability
 - l) Claims experience
 - m) Medical history
 - n) Evidence of insurability
 - o) Genetic information

2. Preserving patient dignity and observing the rights of patients.
3. Abiding by all administrative and medical policies and procedures established by Argus.
4. Providing all services in a culturally competent manner and accommodating patients with disabilities.
5. Providing patients with complete information concerning their diagnosis, treatment, and prognosis and giving them the opportunity to participate in decisions involving their health care.