

Member Rights

Community Health Network of CT, Inc. (CHNCT) is committed to treating members in a manner that respects their rights. Participating providers are expected to treat members in the same fashion. By working together, we can help our members and their families meet their health care needs. Here are the Member rights:

- Members have the right to receive information about CHNCT, its services, practitioners, providers, and members' right and responsibilities.
- Members have the right to be treated with respect and recognition of their dignity and right to privacy.
- Members have the right to be able to choose primary care providers, within the limits of the plan network, including the right to refuse care from specific providers.
- Members have the right to participate with their providers in decision-making regarding their health care.
- Members have the right to refuse treatment and participate in treatment decisions.
- Members have the right to respectful, personal attention regardless of their race, origin, and religion, physical or mental handicap.
- Members have the right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit.
- Members have the right to a "second opinion" regarding their condition and/or diagnosis.
- Members have the right to have access to their medical/dental records as allowed by Federal/State law.
- Members have the right to voice complaints or express grievances regarding any violation of their rights about CHNCT or the care provided by its providers.
- Members have the right to formulate advance directives. A health care advance directive is a document in which members give instructions about their health care if in the future they cannot speak for themselves. Members can give someone the power to make health care decisions for them. Members also can give instructions about the kind of health care you do or do not want.
- Consumers and their families may file complaints about health care providers relative to advance directives with the Connecticut Department of Public Health. Complaints can be received at the Connecticut Department of Public Health, Division of Health systems Regulation by calling (860) 509-7400 or by writing to the address below: