



Population Health Program – Individuals’ Rights and Expectations

As a participant of Prospect Medical’s Population Health Program, you have the right to:

1. Receive information about the qualifications of your Health Care Team, which is made up of your doctors, other providers, and Prospect Medical staff.
2. Receive information from Prospect Medical about this program and other services.
3. Receive information from Prospect Medical about services performed by other companies on our behalf.
4. Be treated with respect and dignity.
5. Expect Prospect Medical to respect your right to privacy.
6. Be informed that Prospect Medical has rules to protect your personal and medical information. We know you care about how we use and share your information and the importance of keeping your information confidential. You have the right to:
 - Know the procedures that are used to ensure your privacy.
 - Know how Prospect Medical may use and disclose your protected health information (PHI).
7. Decline to participate or disenroll from this program and other services offered by Prospect Medical.
8. Know which Prospect Medical staff are assigned to you.
 - To change staff of your Prospect Medical Care Team:
 - Call 1-866-292-0010 (TTY 711). Office hours: 8 a.m. to 5 p.m. Ask to speak with the Program Manager.
 - E-mail Populationhealth@Prospectmedical.com
 - Mail your request to Population Health Programs, 600 City Parkway West, Suite 800, Orange, CA 92868.
9. Be supported by the program to help you make health care decisions with your doctors and Health Care Team.
10. Be informed and talk honestly with your Health Care Team about available treatment options based on clinical guidelines for your conditions, no matter the cost or benefit.
11. Contact your health plan to learn how to submit a complaint (to share any information or dissatisfaction), receive more information on your health plan’s complaints process, timeliness, and resolution processes. Prospect Medical is not delegated to handle complaints.
12. Receive information from Prospect Medical in a way you can understand.
13. Be given access to a language interpreter and written materials in the language you prefer.

As a participant of Prospect Medical's Population Health Program, you should expect to:

1. Work with Prospect Medical staff to understand your health conditions and achieve your health goals.
2. Follow the plan you agreed to with your Health Care Team.
3. Give your Health Care Team correct and complete information that will help you achieve your health goals.
4. Be polite and respectful to your Health Care Team.
5. Inform your Health Care Team if you want to disenroll from this program.

Additional contact information:

- Prospect Medical Member Services:
 - Phone: 1-800-708-3230 or 1-714-796-5900 (TTY 711)
 - Office hours: Monday to Friday, 8 a.m. to 5 p.m.