

PATIENT RIGHTS & RESPONSIBILITIES

If you are a member of the **Berkeley Student Health Insurance Plan** (Berkeley SHIP), University Health Services serves you in two ways: as your Medical Home health care provider and as your health insurance plan.

All of the rights and responsibilities of UHS patients apply to students enrolled in Berkeley SHIP. In addition, with UHS as your Medical Home, you also have the following rights and responsibilities.

YOUR RIGHTS

As a Berkeley SHIP member, you have the rights to:

Understand How the Plan Works – Request information, and have your questions answered, about:

- The benefits of the Berkeley Student Health Insurance Plan.
- The network of providers available to serve you at UHS and in the medical community.
- How to receive access to care, both at the UHS and off-campus.
- How to waive the plan if you have comparable major medical insurance coverage.
- How to express grievances or provide suggestions concerning the plan.

Receive Appropriate Access to Health Services – Obtain authorization and payment for medically necessary services covered by the plan, including:

- Coverage of emergency care services as specified in the plan.
- Authorizations for visits to a specialist, based on an approved treatment plan.
- Coverage for hospitalization as specified in the plan.

Receive a Written Notice of Privacy Practices – This explains how your protected health information will be used and disclosed.

YOUR RESPONSIBILITIES

As a Berkeley SHIP member, you have the responsibility to:

Learn About the Plan – Become knowledgeable about the covered benefits, limitations and exclusions of the Berkeley Student Health Insurance Plan. Know and abide by the administrative and operational procedures of the plan.

Meet Your Financial Obligations – Make a good-faith effort to meet your financial obligations under the plan, including paying premiums (included with your registration fees) and any co-payments.

Be Open and Inform – Provide information relevant to your participation in the plan and use of plan benefits. If you obtain any services elsewhere, communicate with UHS and follow up to ensure your records are transferred to UHS.

Let Us Know How We're Doing – Use established complaint resolution procedures to address any concerns you may have about the plan.

(updated Fall 2023)