



Member Rights and Responsibilities

Below is a list of your rights and responsibilities, terms of agreement, and the financial policy of Mint Health Clinics Lone Tree (MHCLT).

Member Rights

- You have the right to respectful and fair service from MHCLT physicians and staff. This care should be considerate of your cultural and personal beliefs. If you feel you have not been treated with respect, please talk to the Business Director.
- You have the right to be provided information concerning your health status, condition, and/or treatment options.
- You have the right to refuse treatment and be informed about the potential consequences of the refusal.
- You have the right to be informed, up front, about how much a recommended test or procedure will cost.
- You have the right to cancel your membership.
- You have the right to seek and maintain insurance coverage for services not provided by your membership.

Member Responsibilities

- Communicate respectfully with the MHCLT physicians and staff.
- Provide complete and provide accurate information about past and current health status, any medications, any allergies, and any services received outside of our membership program (such as hospitalizations or visits to the emergency room).
- Ask questions if you do not understand what the physician is saying about your medical status or treatment plan.
- Come to appointments on time or call ahead if you cannot come to the appointment.
- Tell MHCLT staff about changes in address, phone number, payment information, and/or health insurance information.
- Provide current credit card, debit card, or bank account information to pay membership fees.
- Follow the treatment plan recommended by your physician.

Terms of Agreement

- The MHCLT Member Agreement does not provide comprehensive health insurance coverage. It provides only the health care services specifically described in the list of Services. MHCLT may make changes to the list of Services from time to time. If any changes are made, MHCLT will inform you in writing.
- MHCLT will not bill an insurance carrier for services covered under your membership.
- MHCLT may change membership fees. If changes are made, MHCLT will give you 60 days' notice in writing.
- MHCLT may terminate the Direct Primary Care program at any time. If such a decision is made, MHCLT will give you 30 days' notice in writing.
- You can discontinue your membership at any time for any reason without a penalty.

Financial Policy

- MHCLT will charge your credit card/debit card or deduct membership fees from your bank account on a regular basis. You are financially responsible for any procedure, test, or service provided by specialists, labs, or other entities outside MHCLT.
- Transactions declined due to insufficient funds and expired credit cards may result in an additional fee of \$25.
- If charges are sent to collections due to non-payment, your membership may be subject to review and cancellation.

Your Signature

- I have read, understand, and agree to the Member Rights, Member Responsibilities, Terms of Agreement, and Financial Policy for the membership program.
- I have had an opportunity to ask MHCLT staff any questions I have.
- I agree to join the membership program at MHCLT.

Printed name: _____

Signature: _____

Date: _____