

Member Responsibilities

- ✓ Cooperate with CareNet and healthcare providers to help meet healthcare needs
- ✓ Present identification and CareNet card when applicable at every appointment
- ✓ Keep accurate and complete patient demographic information on file at enrollment/primary care site (this includes: address, phone number, income verification, etc)
- ✓ Contact enrollment site as needed for re-enrollment to remain active
- ✓ Act in a respectful manner to all staff at your primary care doctor's office, specialty clinics, hospitals, etc. Any behavior identified to be inappropriate (threatening, abusive, violent) will cause immediate dismissal from CareNet
- ✓ Be on time for all scheduled appointments
- ✓ Call Doctor's office ahead of time if rescheduling is necessary and notify CareNet office (for all specialty care appointments that need to be rescheduled)
- ✓ Follow all doctor directions and orders
- ✓ Follow the rules and policies of CareNet and all care sites
- ✓ Discuss any possible fees with care providers
- ✓ Pay any applicable charges
- ✓ Arrange all CareNet services through your clinic site/medical home (listed on your CareNet membership card). CareNet members are financially responsible for any appointment(s) made directly by them.
- ✓ Strikes issued could be for any of the following reasons:
 - Violence
 - Threatening behavior
 - Non payment of medical bills
 - Failing to follow medical directions
 - Repeated no-shows or cancellations of specialty care appointments

This list is not meant to be all inclusive, but rather to list the most common reasons for strikes/termination of membership.

Toledo-Lucas County CareNet Supports a "Three Strikes and You're Out" policy and members may be dismissed from CareNet for not following these guidelines.



Member Responsibilities Acknowledgement

- I have read and understand CareNet’s “Description of Services and Member Responsibility.”
- I understand that **CareNet is NOT insurance**. I understand that I am financially responsible for any bills if a doctor or medical facility does **not** participate in the CareNet program or participates by charging based on a sliding fee scale.
- I understand that if my primary care physician submits a request to CareNet for a specialist physician, CareNet will make every reasonable attempt to locate a **volunteer** specialist and schedule an appointment. I understand that some requests cannot be completed because there are **NO volunteer** physicians currently available to CareNet members. If a **volunteer** physician is available, his/her schedules may be so limited that my appointment may be a few months away.
- I also understand that if my doctor recommends I see a specialist physician and CareNet is **not** able to make this appointment, it is totally **my responsibility** to seek care and pay for my care.
- I understand that while CareNet does provide information on medication assistance programs, CareNet **does not** help with costs (if any) to join the medication programs.
- If I receive a bill for medical and/or doctor services, I will call the phone number on the bill to **ask** if they are CareNet providers. If the provider does **NOT** participate in CareNet, I understand that I **will be responsible for paying any outstanding balance and/or making my OWN arrangements with the billing office.**

CareNet Member Signature

Date

CareNet Provider Signature

Date

Approved by Toledo-Lucas County CareNet Board 12/20/2005