



As a Health Plan member, you have certain rights and responsibilities

## **Members' Rights and Responsibilities**

### **Your Rights**

1. We must provide information in a way that works for you (in languages other than English, in braille, in large print, or other alternate formats, etc.)
2. We must ensure that you get timely access to your covered services and drugs
3. We must protect the privacy of your personal health information
4. We must give you information about the plan, its network of providers, and your covered services
5. We must support your right to make decisions about your care
6. You have the right to make complaints and to ask us to reconsider decisions we have made
7. You have a right to be treated with respect and recognition of your dignity and right to privacy
8. You have a right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage
9. You have a right to make recommendations regarding the organization's member rights and responsibilities policy.

## Your Responsibilities

1. A responsibility to get familiar with your covered service and the rules you must follow to get these covered services.
2. A responsibility to tell your doctor and other health care providers that you are enrolled in our plan.
3. A responsibility to be considerate.
4. A responsibility to pay what you owe.
5. A responsibility to tell us if you move.
6. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
7. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
8. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

If you have any questions, please contact Customer Services at 1.877.847.7907. TTY/TDD users should call 711.

Hours of operations are October 1 to March 31, 8:00 am to 8:00 pm, 7 days a week, April 1, to September 30, 8:00 am to 8:00 pm, Monday through Friday.

Members can also contact us via our website at [healthplan.org](http://healthplan.org).

