



Member Rights and Responsibilities

January 2020

As a member of our health plan, you have:

1. A right to receive information about your health plan, including the services we offer and our providers and caregivers
2. A right to be treated with respect
3. A right to have others recognize your dignity
4. A right to privacy
5. A right to work with providers to make decisions about your health care
6. A right to talk openly about appropriate and medically necessary treatment options for your conditions, regardless of cost or benefit coverage
7. A right to timely access to your covered services and drugs
8. A right to voice complaints or appeals about your health plan, benefit coverage, or your medical care
9. A right to information about your rights and responsibilities and a right to make recommendations about our member rights and responsibilities

You are responsible for doing your best to:

10. Give your health plan and providers information they need to provide your care; tell your health plan if you move
11. Follow plans and instructions for care that you have agreed to with your providers
12. Understand your health problems and take part in the treatment plan you and your providers make together