

Member Rights and Responsibilities Statement

Rights	Responsibilities
Membership	
You have the right to:	You have the responsibility to:
Receive information about the organization, its services, its practitioners and providers and member's rights and responsibilities.	Provide, to the extent possible, information that your health benefit plan and practitioner/provider need in order to provide care.
Make recommendations regarding the organization's member rights and responsibilities policy.	
Communication	
You have the right to:	You have the responsibility to:
Participate with practitioners in making decisions about your health care.	Follow the plans and instructions for care you have agreed to with your practitioner.
Be treated with respect and recognition of your dignity and your right to privacy.	Understand your health problems and participate in the development of mutually agreed upon treatment goals, to the degree possible.
A candid discussion of appropriate or medically necessary treatment options for your condition, regardless of cost or benefit coverage.	
Voice complaints or appeals about the organization or the care it provides.	