



MEMBERS' RIGHTS AND RESPONSIBILITIES

- A right to receive information about Health Alliance, its services, its contracted providers and members' rights and responsibilities.
- A right to be treated with respect and recognition of your dignity and right to privacy.
- A right to participate with contracted providers in making decisions about your health care.
- A right to a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- A right to voice complaints or appeals about Health Alliance or the care provided.
- A right to make recommendations regarding Health Alliance members' rights and responsibilities policy.
- A right to reasonable access to health care.
- A responsibility to supply information (to the extent possible) that Health Alliance and its contracted providers need in order to provide care.
- A responsibility to follow plans and instructions for care that you have agreed on with your providers.
- A responsibility to understand your health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- A responsibility to read and understand your Subscription Certificate or Policy and any attached riders or amendments and follow the rules of membership.
- A responsibility to know the providers in your network.
- A responsibility to notify Health Alliance in a timely manner of any changes in your status as a member or that of any of your covered dependents.

ADDITIONAL MEDICARE MEMBERS' RIGHTS AND RESPONSIBILITIES

- Right to receive information in a way that works for you (in languages other than English, in Braille, in large print or other alternate formats, etc.).
- Right to be treated with fairness and respect at all times.
- Right to ensure that you get timely access to your covered services and drugs.
- Right to protection of the privacy of your personal health information.
- Right to receive information about the plan, its network of providers and your covered services.
- Right to make decisions about your care.
 - You have the right to know your treatment options and participate in decisions about your health care.

- You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself.
- Right to make complaints and to ask us to reconsider decisions we have made.
- Responsible for getting familiar with your covered services and the rules you must follow to get these covered services.
- Responsible to notify us if you have any other health insurance coverage or prescription drug coverage in addition to our plan.
- Responsible to tell your doctor and other health care providers that you are enrolled in our plan.
- Responsible to help your doctors and other providers help you by giving them information, asking questions and following through on your care.
- Responsible to be considerate.
- Responsible to pay what you owe.
- Responsible to tell us if you move.
- Responsible to call Health Alliance Medicare Services for help if you have questions or concerns.