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.