

Member Rights and Responsibilities

As a member of Blue Advantage, you are entitled to certain rights when you access coverage. You also have certain responsibilities.

Members have the right:

- To be treated with courtesy, dignity, and respect at all times.
- To be protected from discrimination.
- To get help in a prompt, courteous, responsible, and culturally competent manner.
- To have their personal, health and prescription drug information kept private.
- To learn about their treatment choices in clear language they can understand and participate in treatment decisions.
- To choose health care providers within the plan.
- To get a treatment plan from their doctor.
- To know how their doctors are paid.
- To get Medicare-covered services in an emergency.
- To get your Medicare information in an accessible format.
- To request an appeal to resolve differences with their plan.
- To file a complaint, including complaints about their quality of care.
- To get a coverage decision or coverage determination from their plan before getting services.

Members have the responsibility:

- To understand covered services and the rules related to covered services before treatment.
- To verify that the provider chosen for services is part of their health plan network.
- Keep scheduled appointments.
- To assist their doctors and other providers by providing necessary information, asking questions, and following through on prescribed health care.
- To pay what is owed.

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- To notify their plan of any change in address.
- To be respectful and courteous.
- Call Customer Service with questions or concerns.

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