

Blue Cross of California

Member Rights and Responsibilities Statement

Blue Cross of California is committed to maintaining a mutually respectful relationship with our members and at the same time we expect our members to assume certain responsibilities. Your Member Rights and Responsibilities are described below, and your rights, our legal duties and our privacy practices related to HIPAA are described in our *Notice of Privacy Practices* found on the Blue Cross website at http://www.bluecrossca.com/bus_units/legal/ or by calling your Blue Cross Customer Service telephone number on your member ID card.

Member Rights. You have the right to:

- Receive clear and accurate information about Blue Cross of California, your rights and responsibilities, and your health plan benefits and services, and how and when you can use them;
- Receive the names and contact information of participating doctors, hospitals, pharmacies and other health care providers available to you;
- Be treated with courtesy, respect and with dignity;
- Your privacy and to have your personal health information be kept secure and confidential;
- Be involved with doctors and other health care professionals in decision-making regarding your health care;
- Talk over your health care needs with the health care professionals caring for you, including a clear and open discussion about appropriate or medically necessary care available for your condition, without concern for the cost or whether it is covered by your health plan benefits;
- Make a written or spoken suggestion, expression of dissatisfaction, or complaint about the care or service you received from a participating health care professional or provider, or about the service you received from your health plan, and you may appeal any decision made relating to you or your health plan benefits and/or health plan services; and
- Write to Blue Cross of California with ideas or questions about this statement on member rights and responsibilities. Your letter can be sent to Quality Improvement Department, Attn: Rights and Responsibilities, Mailstop AC 6G, P.O. Box 70000, Van Nuys, CA 91470-0001.

Member Responsibilities. To assist participating health care professionals and providers in meeting these responsibilities to you, it is your duty to:

- Give patient identification and medical information, to the best of your ability, that your health care professionals and providers need in order to care for you and for your health plan to provide services to you;
- To the best of your ability, work with your doctor to be aware of and understand your health issues so you can participate in developing mutually agreed-upon treatment goals;
- Follow the prescribed medical treatment plan and health care instructions that you have agreed upon with your doctor or other health care professional and tell him/her if you decide to take part in any Blue Cross of California sponsored health activity or program;

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- Treat all health care professionals and staff with courtesy and respect;
- Keep scheduled appointments for care, and give adequate advance notice of delay or cancellation; and
- Read and understand to the best of your ability all materials concerning your health benefits or ask for clarification as needed.