Member Rights and Responsibilities

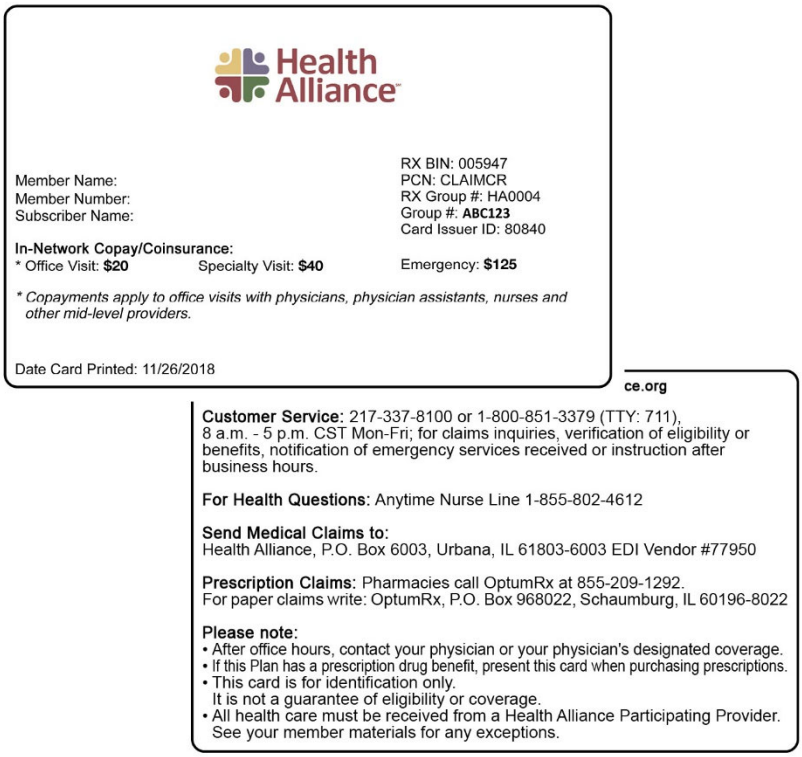
Each member has the right to:

- Receive information about Health Alliance, its services, its contracted providers and members' rights and responsibilities.
- Be treated with respect and recognition of dignity and right to privacy.
- Participate with contracted providers in making decisions about healthcare.
- A candid discussion of appropriate or medically necessary treatment options for conditions, regardless of cost or benefit coverage.
- Voice complaints or appeals about Health Alliance or the care provided.
- Make recommendations regarding Health Alliance members' rights and responsibilities policy.
- Reasonable access to health care.

Each member has the following responsibilities:

- Supply information (to the extent possible) that Health Alliance and its contracted providers need in order to provide care.
- Follow plans and instructions for care agreed upon with providers.
- Understand health problems and participate in developing mutually agreed-upon treatment goals to the degree possible.
- Read and understand Subscription Certificate or Policy and any attached riders or amendments and follow the rules of membership.
- Know the providers in plan network.
- Notify Health Alliance in a timely manner of any changes in status as a member or that of any of covered dependent.

Sample Member ID Card



Health Alliance ID cards include the member's ID number and copayment/coinsurance information. Contact Customer Service at the number listed on the back of the ID card to determine all applicable copays, deductibles and coinsurance per member. All Health Alliance members will receive an ID card at the time of enrollment. Whenever there is a change to the member's plan, they will receive a new card with the updated information.

Member eligibility and benefit information is also available on our online portal, Tapestry Link.