



## 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 have 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 the Health Alliance members' rights and responsibilities policy
- A right to have 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 policy and to 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