

Your health care rights and responsibilities

Member rights

As a member of this health plan, you have a right to:

- To receive information about Anthem, the services Anthem provides, Anthem's provider network, and your rights and responsibilities. We'll send you a member handbook and a member newsletter when you enroll and annually. You can also find information about Anthem on our website at www.anthem.com/inmedicaid. You can also call the Customer Care Center toll free at 1-866-408-6131 (TTY 1-866-408-7188).
- Be treated with respect and with due consideration for your dignity and privacy.
- Receive information on available treatment options and alternatives, presented in a way that is right for your condition and that you can understand.
- You have the right to know if your doctor takes part in a physician incentive plan through Anthem. You may call us to learn more about this. Anthem does not give incentives to doctors for not providing care.
- Take part in all decisions about your health care. This includes the right to refuse treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation, as specified in federal laws on the use of restraints and seclusions.
- Request and receive a copy of your medical records. And you may request they be amended or corrected, as stated in state and federal health care privacy laws.
- Have timely access to covered services and medically necessary care.
- Have honest talks with your doctors about the right treatment for your condition, in spite of the cost or your benefit coverage.
- Have your health plan, doctors and all of your care providers keep your medical records and health insurance information private.
- Have your problems taken care of fast. (This includes things you think are wrong, as well as issues that have to do with your coverage, payment of services or getting an OK from us.)
- Have access to medical advice from your doctor, either in person or by phone, 24 hours a day, 7 days a week. (This includes emergency or urgent care.)
- Get interpreter services at no charge if you speak a language other than English or if you have hearing, vision or speech loss.
- Ask for information and other Anthem materials (letters, newsletters) in other formats. These include Braille, large-size print or audio CD, at no charge to you. Call the toll-free Customer Care Center at 1-866-408-6131 (TTY 1-866-408-7188).
- Tell us what you would like to change about your health plan.

- Question a decision we make about coverage for care you got from your doctor. (You will not be treated differently if you file a complaint.)
- Ask about our quality program and tell us if you would like to see changes made.
- Ask us how we do utilization review and give us ideas on how to change it.
- Know you will not be held liable if your health plan becomes insolvent (bankrupt and cannot pay its bills).
- Know that Anthem, your doctors or your other health care providers cannot treat you differently for these reasons:
 - Your age
 - Your sex
 - Your race
 - Your national origin
 - Your language needs
 - The degree of your illness or health condition

Member responsibilities

As a member of this health plan, you have the responsibility to:

- Tell us, your doctor and your other health care providers what they need to know to treat you.
- Understand your health problems.
- Follow the treatment plans that you, your doctors and your other health care providers agree to.
- Do the things that keep you from getting sick.
- Treat your doctor and other health care providers with respect.
- Make appointments with your doctor when needed.
- Keep all scheduled appointments and be on time.
- Call your doctor if you cannot make it to your appointment.
- Always call your PMP first for all of your medical care (unless you have an emergency).
- Show your ID card each time you get medical care.
- Use the emergency room only for true emergencies.
- Pay any required copays.
- Pay your monthly contribution payment on time (if you are a HIP member who is required to pay something).
- Tell us and your social worker if:
 - You move.
 - You change your phone number.
 - You have any changes to your insurance.
 - The number of people in your household changes.
 - You become pregnant.